



CORPORATE OVERVIEW

B O S Temporaries, Inc.
651 W Broad St
Athens, GA 30601

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Phone: 706-353-3030
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Small Business

**Schedule 736 – Temporary Administrative
and Professional Services (TAPS)**

**GSA Contract # GS-07F-0253V
DUNS 112339536**

NAICS: 541618, 561110, 561210, 561311,
561312, 561320, 621399
SIC: 7363



B O S Staffing can assist you with your staffing by offering professional contractors. BOS guarantees 100% employee retention by offering all personnel health benefits, vacation and leave accrual. BOS Recruiters are Certified Staffing Specialists by the American Staffing Association. We interview, test and train the highest quality personnel.

B.O.S. Temporaries, Inc was established in 1979 by Nathan Carmack. The company remains a family owned, small business and has grown to focus on serving the state of Georgia while expanding our geographical reach throughout the United States. B.O.S. is a full service staffing agency offering our clients permanent, temp-to-hire and temporary support personnel for all industries. B.O.S. has a reputation for providing quality and reliable support staff to all of its clients. We provide our clients with exceptional service, highly talented candidates and an unwavering commitment to our clients' needs.

B.O.S. Temporaries, Inc. offers a proven approach to schedule development, resource allocation, performance of tasks, and quality control plans and procedures. We understand the personnel staffing industry and offer an established core of skills that can be drawn upon quickly.

B.O.S. Temporaries, Inc.'s management team collectively has over 60 years experience in the placement industry. They are well trained in human resource management, creative recruiting and client service. B.O.S. maintains quality employees through our customized selection process.

Everything associated with a placement - from writing the job description to identifying and evaluating candidates to designing interview questions to making the offer - is coordinated and handled by B.O.S. staff. Because of our small size, we are easily accessible and able to provide a high level of personalized service.

- Experience
 - 30 Years in the Staffing Industry
 - Government Contracting Experience
 - Multi-state Experience – BOS currently has employees from Athens to Savannah within Georgia and has provided employees as far away as Minnesota, Delaware, and Rhode Island
- Superior Past Performance Ratings by Open Ratings, Inc. a division of Dun & Bradstreet. BOS ranked in the **top 20% of staffing services nationwide**.
 - 2003 – Score of **92** out of 100 possible points
 - 2006 – Score of **91** out of 100 possible points
 - 2008 – Score of **94** out of 100 possible points

- Staff Experience & Knowledge – As a small business, customers have easy access to decision makers.
 - Nathan Carmack, Chairman
 - 40 years Human Resources Experience
 - Nat Carmack, President
 - M.B.A. from Georgia State University
 - 13 years business leadership experience
 - Staffing Specialists
 - Certified in their field by the American Staffing Association
- Standardized Testing to Assure Quality
 - BOS utilizes computerized skill-testing to provide an objective measure of our applicants' abilities before placing them on clerical/admin assignments.
- Infrastructure –
 - On average, BOS places approximately 500 employees per year on 700-750 different assignments for various clients.
 - BOS has the computer programs and hiring processes in place to hire personnel within 30 days.
 - BOS' accounting system was audited in 2005 and approved by the DCAA for Defense Department contracting.
 - BOS has the staff in place to immediately provide support.
 - BOS has the recruiting and hiring mechanisms in place to immediately recruit, screen, and staff.
- Financial Resources –
 - BOS has the financial resources required to fund the payrolls and other expenses.
 - Corporate Insurance Coverage:
 - \$3,000,000 Liability Insurance
 - \$1,000,000 Hired/Non-owned Automobile
 - \$500,000 Workers Compensation
 - \$100,000 Employee Dishonesty



**GENERAL SERVICES ADMINISTRATION, FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA Advantage!**, a menu-driven database system. The INTERNET address for **GSA Advantage!** is <http://www.gsaadvantage.gov>.

SCHEDULE TITLE: 736 - Temporary Administrative and Professional
Staffing Services (TAPS)
FSC Group: 736

Contract No. GS-07F-0253V

CONTRACT PERIOD: April 13, 2009 – April 12, 2014

CONTRACTOR: B O S Temporaries, Inc.
651 W Broad St
Athens, GA 30601
Phone number: (706) 353-3030
Fax number: (706) 543-8440
E-Mail: nat@bostemps.com
Web Site: www.bostemps.com

CONTRACTOR'S ADMINISTRATION SOURCE: Nat Carmack, ext.206

BUSINESS SIZE: *Small Business*

CUSTOMER INFORMATION:

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)

SIN	DESCRIPTION
736-1	Administrative Support and Clerical Occupations
736-2	Automatic Data Processing Occupations
736-4	Information and Arts Occupations, including Miscellaneous Occupations
736-5	Technical and Professional Occupations

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN: N/A

1c. HOURLY RATES AND DESCRIPTION OF ALL CORRESPONDING COMMERCIAL JOB TITLES, EXPERIENCE, FUNCTIONAL RESPONSIBILITY AND EDUCATION: All hourly rates shown are firm fixed price. See the following price list for hourly rates by location and labor category. See the Job Descriptions provided after the pricing information.

2. MAXIMUM ORDER*: \$100,000 per SIN



*If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contactor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

3. **MINIMUM ORDER:** \$100 unless the contractor agrees to accept a smaller order amount.
4. **GEOGRAPHIC COVERAGE:** CONUS
5. **POINT(S) OF PRODUCTION:** N/A
6. **DISCOUNT FROM LIST PRICES:** 2% on orders > \$3,000,000
7. **QUANTITY DISCOUNT(S):** None.
8. **PROMPT PAYMENT TERMS:** Net 30.
- 9.a. **Government Purchase Cards are accepted at or below the micro-purchase threshold.**
- 9.b. **Government Purchase Cards are accepted above the micro-purchase threshold.**
10. **FOREIGN ITEMS:** None
- 11.a. **TIME OF DELIVERY:** N/A
- 11.b. **EXPEDITED DELIVERY:** N/A
- 11.c. **OVERNIGHT AND 2-DAY DELIVERY:** N/A
- 11.d. **URGENT REQUIRMENTS:** Agencies can contact the Contractor's representative to effect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.
12. **FOB POINT:** N/A
- 13a. **ORDERING ADDRESS:** Same as contractor address.
14. **PAYMENT ADDRESS:** Same as contractor address.
15. **WARRANTY PROVISION:** Standard Commercial Warranty. Customer should contact contractor for a copy of the warranty.
16. **EXPORT PACKING CHARGES:** Not applicable
17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** None.

18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** N/A
19. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** N/A
20. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** N/A
- 20.a. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** N/A
21. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** N/A
22. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** N/A
23. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** N/A
- 24.a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** N/A
- 24.b. **Section 508 Compliance for EIT:** N/A
25. **DUNS NUMBER:** 112339536
26. **NOTIFICATION REGARDING REGISTRATION IN CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE:** Contractor has an Active Registration in the CCR database.



Pricing Information

Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s). All prices are hourly rates and performed on-site at the client/government agency designated location.

Prices provided are for Wage Determination 05-2133 Revision 5. Buyers are encouraged to contact the Contractor's Representative at 706-353-3030 ext 206 or email nat@bostemps.com for pricing specific to your location.

Atlanta/Athens Metro Area (WD 05-2133 Rev 5)			PRICE OFFERED TO GSA (including IFF)
SIN	01000	<i>Administrative Support And Clerical Occupations</i>	
736-1	01011	Accounting Clerk I	\$23.36
736-1	01012	Accounting Clerk II	\$25.09
736-1	01013	Accounting Clerk III	\$27.53
736-1	01020	Administrative Assistant	\$39.16
736-1	01040	Court Reporter	\$34.45
736-1	01051	Data Entry Operator I	\$24.32
736-1	01052	Data Entry Operator II	\$26.99
736-1	01060	Dispatcher, Motor Vehicle	\$31.92
736-1	01070	Document Preparation Clerk	\$22.48
736-1	01090	Duplicating Machine Operator	\$22.48
736-1	01111	General Clerk I	\$21.83
736-1	01112	General Clerk II	\$25.71
736-1	01113	General Clerk III	\$27.37
736-1	01120	Housing Referral Assistant	\$35.75
736-1	01141	Messenger Courier	\$21.29
736-1	01191	Order Clerk I	\$22.02
736-1	01192	Order Clerk II	\$24.44
736-1	01261	Personnel Assistant (Employment) I	\$26.29
736-1	01262	Personnel Assistant (Employment) II	\$28.86
736-1	01263	Personnel Assistant (Employment) III	\$31.70
736-1	01270	Production Control Clerk	\$33.80
736-1	01280	Receptionist	\$23.44
736-1	01290	Rental Clerk	\$25.03
736-1	01300	Scheduler, Maintenance	\$27.45
736-1	01311	Secretary 1	\$25.55
736-1	01312	Secretary 2	\$29.41
736-1	01313	Secretary 3	\$32.97
736-1	01320	Service Order Dispatcher	\$27.21
736-1	01410	Supply Technician	\$39.16
736-1	01420	Survey Worker	\$28.45
736-1	01531	Travel Clerk I	\$23.39
736-1	01532	Travel Clerk II	\$25.13
736-1	01533	Travel Clerk III	\$26.69
736-1	01611	Word Processor I	\$22.49
736-1	01612	Word Processor II	\$25.16

736-1	01613	Word Processor III	\$28.18
	05000	Automotive Service Occupations	
736-3	05005	Automobile Body Repairer, Fiberglass	\$37.89
736-3	05010	Automotive Electrician	\$35.30
736-3	05040	Automotive Glass Installer	\$33.36
736-3	05070	Automotive Worker	\$33.36
736-3	05110	Mobile Equipment Servicer	\$29.52
736-3	05130	Motor Equipment Metal Mechanic	\$36.90
736-3	05160	Motor Equipment Metal Worker	\$33.36
736-3	05190	Motor Vehicle Mechanic	\$36.90
736-3	05220	Motor Vehicle Mechanic Helper	\$29.62
736-3	05250	Motor Vehicle Upholstery Worker	\$31.76
736-3	05280	Motor Vehicle Wrecker	\$33.36
736-3	05310	Painter, Automotive	\$35.30
736-3	05340	Radiator Repair Specialist	\$33.36
736-3	05370	Tire Repairer	\$25.25
736-3	05400	Transmission Repair Specialist	\$36.90
	07000	Food Preparation and Service Occupations	
736-4	07010	Baker	\$22.00
736-4	07041	Cook I	\$20.96
736-4	07042	Cook II	\$23.17
736-4	07070	Dishwasher	\$19.20
736-4	07130	Food Service Worker	\$17.96
736-4	07210	Meat Cutter	\$21.76
736-4	07260	Waiter/Waitress	\$15.41
	11000	General Services And Support Occupations	
736-3	11030	Cleaner, vehicles	\$18.40
736-3	11060	Elevator operator	\$18.40
736-3	11090	Gardener	\$24.09
736-3	11122	Housekeeping Aide 1	\$18.39
736-3	11150	Janitor	\$20.91
736-3	11210	Laborer, Grounds Maintenance	\$20.41
736-3	11240	Maid or Houseman	\$17.22
736-3	11260	Pruner	\$24.51
736-3	11270	Tractor Operator	\$23.37
736-3	11330	Trail Maintenance Worker	\$20.41
	14000	Information Technology Occupations	
736-2	14041	Computer Operator I	\$27.44
736-2	14042	Computer Operator II	\$30.83
736-2	14043	Computer Operator III	\$33.84
736-2	14044	Computer Operator IV	\$37.09
736-2	14045	Computer Operator V	\$41.84
736-2	14071	Computer Programmer I (1)	\$40.37
736-2	14072	Computer Programmer II (1)	\$40.68
	21000	Materials Handling And Packing Occupations	
736-3	21020	Forklift Operator	\$26.67
736-3	21030	Material Coordinator	\$33.35
736-3	21040	Material Expediter	\$33.35
736-3	21050	Material Handling Laborer	\$24.08

736-3	21071	Order Filler	\$22.35
736-3	21080	Production Line worker (Food Processing)	\$26.67
736-3	21110	Shipping Packer	\$24.56
736-3	21130	Shipping/Receiving Clerk	\$24.56
736-3	21140	Store worker I	\$21.78
736-3	21150	Stock Clerk	\$26.89
736-3	21210	Tools and Parts Attendant	\$26.67
736-3	21410	Warehouse Specialist	\$26.67
	25000	<i>Plant And System Operations Occupations</i>	
736-3	25010	Boiler Tender	\$37.63
736-3	25070	Stationary Engineer	\$37.63
736-3	25190	Ventilation Equipment Tender	\$25.10
	30000	<i>Technical Occupations</i>	
736-5	30030	Cartographic Technician	\$38.18
736-5	30040	Civil Engineering Technician	\$31.09
736-5	30061	Drafter/CAD Operator I	\$31.04
736-5	30062	Drafter/CAD Operator II	\$32.09
736-5	30063	Drafter/CAD Operator III	\$34.85
736-5	30064	Drafter/CAD Operator IV	\$41.94
736-5	30081	Engineering Technician I	\$27.53
736-5	30082	Engineering Technician II	\$32.13
736-5	30083	Engineering Technician III	\$34.09
736-5	30084	Engineering Technician IV	\$39.13
736-5	30085	Engineering Technician V	\$46.80
736-5	30086	Engineering Technician VI	\$52.59
736-5	30090	Environmental Technician	\$37.04
736-5	30210	Laboratory Technician	\$29.97
736-5	30240	Mathematical Technician	\$34.09
736-5	30361	Paralegal/ Legal Assistant I	\$31.33
736-5	30362	Paralegal/ Legal Assistant II	\$37.03
736-5	30363	Paralegal/ Legal Assistant III	\$44.17
736-5	30364	Paralegal/ Legal Assistant IV	\$48.89
736-5	30390	Photo-Optics Technician	\$38.39
736-5	30461	Technical Writer I	\$41.76
736-5	30462	Technical Writer III	\$45.97
736-5	30463	Technical Writer III	\$51.49
	99000	<i>Miscellaneous Occupations</i>	
736-4	99030	Cashier	\$17.79
736-4	99050	Desk Clerk	\$18.92
736-4	99251	Laboratory Animal Caretaker I	\$17.59
736-4	99252	Laboratory Animal Caretaker II	\$18.90

Personnel Descriptions

ADMINISTRATIVE SUPPORT AND CLERICAL OCCUPATIONS

ACCOUNTING CLERK I

Performs very simple and routine accounting clerical operations, for example, recognizing and comparing easily identified numbers and codes on similar and repetitive accounting documents, verifying mathematical accuracy, and identifying discrepancies and bringing them to the supervisor's attention. Supervisor gives clear and detailed instructions for specific assignments. Employee refers to supervisor all matters not covered by instructions. Work is closely controlled and reviewed in detail for accuracy, adequacy, and adherence to instructions.

ACCOUNTING CLERK II

Performs one or more routine accounting clerical operations, such as: examining, verifying, and correcting accounting transactions to insure completeness and accuracy of data and proper identification of accounts, and checking that expenditures will not exceed obligations in specified accounts; totaling, balancing, and reconciling collection vouchers; posting data to transaction sheets where employee identifies proper accounts and items to be posted; and coding documents in accordance with a chart (listing) of accounts. Employee follows specific and detailed accounting procedures. Completed work is reviewed for accuracy and compliance with procedures.

ACCOUNTING CLERK III

Uses a knowledge of double entry bookkeeping in performing one or more of the following:

- Posts actions to journals,
- identifying subsidiary accounts affected and debit and credit entries to be made and assigning proper codes;
- reviews computer printouts against manually maintained journals, detecting and correcting erroneous postings,
- and preparing documents to adjust accounting classifications and other data; or reviews lists of transactions rejected by an automated system, determining reasons for rejections, and preparing necessary correcting material.
- On routine assignments, employee selects and applies established procedures and techniques.

Detailed instructions are provided for difficult or unusual assignments. Completed work and methods used are reviewed for technical accuracy.

ACCOUNTING CLERK IV

Maintains journals or subsidiary ledgers of an accounting system and balances and reconciles accounts. Typical duties include one or both of the following: Reviews invoices and statements (verifying information, ensuring sufficient funds have been obligated, and if questionable, resolving with the submitting unit, determining accounts involved, coding transactions, and



processing material through data processing for application in the accounting system); and/or analyzes and reconciles computer printouts with operating unit reports (contacting units and researching causes of discrepancies, and taking action to ensure that accounts balance). Employee resolves problems in recurring assignments in accordance with previous training and experience. Supervisor provides suggestions for handling unusual or nonrecurring transactions. Conformance with requirements and technical soundness of completed work are reviewed by the supervisor or are controlled by mechanisms built into the accounting system.

Excluded from Level IV are positions responsible for maintaining either a general ledger or a general ledger in combination with subsidiary accounts.

COURT REPORTER

Records examination, testimony, judicial opinions, judge's charge to jury, judgment or sentence of court, or other proceedings in court of law by manual or machine shorthand. Reads portions of transcript during trial on judge's request, and asks speakers to clarify inaudible statements. Transcribes recorded material, using typewriter, or dictates material into recording machine.

DISPATCHER, MOTOR VEHICLE

Assigns motor vehicles and drivers for conveyance of freight or passengers. Compiles list of available vehicles. Assigns vehicles according to factors, such as length and purpose of trip, freight or passenger requirements and preference of user. Issues keys, record sheets, and credential to drivers. Records time of departure, destination, cargo, and expected time of return. Investigates overdue vehicles. May confer with customers to expedite or locate missing, misrouted, delayed or damaged merchandise. May maintain record of mileage, fuel used, repairs made and other expenses. May establish service or delivery routes. May supervise loading and unloading. May issue equipment to drivers, such as handtrucks, dollies, and blankets. May direct activities of drivers, using two-way radio. May assign helpers to drivers. May work at vehicle distribution center and assign vehicles to customer agencies.

DOCUMENT PREPARATION CLERK (Document Preparer)

Prepares documents such as brochures, books, periodicals, catalogs, and pamphlets for copying or photocopying, photographic, and other reproducing office machine. Cuts documents into individual pages of standard size and format when allowed by margin space, using paper cutter or razor knife. Reproduces document pages as necessary to improve clarity or to reduce one or more pages into single page of standard size for copying machine being used, using photocopying machine. Stamps standard symbols on pages or inserts instruction cards between pages of material to notify Duplicating Machine Operator of special handling, such as manual repositioning during copying procedure. Prepares cover sheet and document folder for material, and index card for organizations' files indicating information, such as organization's name and address, subject or product category, and index code to identify material. Inserts material to be copied in document folder, and files folder for processing according to index code and copying priority schedule.

DRIVER (COURIER)

Drives automobile or light truck to deliver messages, documents, packages and mail to various business concerns or governmental agencies. May transport office personnel and visitors, and perform miscellaneous errands, such as carrying mail to and from the post office and sorting or opening incoming and outgoing mail. May obtain receipts for articles delivered and keep a log of



items received and delivered. May deliver items to offices and departments within an establishment.

DUPLICATING MACHINE OPERATOR (Photocopy Machine Operator; Reproduction worker)

Operates one or more photocopying, photographic, mimeograph and duplicating office machines to make copies of documents such as letters, reports, directives, manuals, articles and bulletins. Operates small binding machines. Performs clerical duties associated with the request for printing and photographic services. Prepares assembly sheets and printing requisitions with specifications for printing and binding. Keeps record of work, and delivers and picks up work. Performs minor repairs and preventive maintenance. Maintains an inventory of supplies and parts needed for reproduction equipment. Important variables may be indicated by trade name of machine operated.

FILM/TAPE LIBRARIAN (Audiovisual Service Clerk)

Classifies, catalogs, and maintains library of motion-picture films, photographic slides, and video and audio tapes. Classifies and catalogs items according to contents and purpose, and prepares index cards for file reference. Stores item according to classification and catalog number. Issues item as requested or recommends item for a particular subject. Maintains records of items received, stored, issued, and returned. Examines returned item for damage. May make minor repairs to damaged film. May maintain a stock record system for the loan and turn of audiovisual equipment.

GENERAL CLERK I

Follows a few clearly detailed procedures in performing simple repetitive tasks in the same sequence, such as filing precoded documents in a chronological file or operating office equipment, e.g., mimeograph, photocopy, addressograph or mailing machine.

GENERAL CLERK II

Follows a number of specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file, simple posting to individual accounts, opening mail, running mail through metering machines, and calculating and posting charges to departmental accounts. Little or no subject-matter knowledge is required, but the clerk needs to choose the proper procedure for each task.

GENERAL CLERK III

Work requires a familiarity with the terminology of the office unit. Selects appropriate methods from a wide variety of procedures or makes simple adaptations and interpretations of a limited number of substantive guides and manuals. The clerical steps often vary in type or sequence, depending on the task. Recognized problems are referred to others.

GENERAL CLERK IV

Uses some subject-matter knowledge and judgement to complete assignments consisting of numerous steps that vary in nature and sequence. Selects from alternative methods and refers



problems not solvable by adapting or interpreting substantive guides, manuals, or procedures. Typical duties include: assisting in a variety of administrative matters; maintaining a wide variety of financial or other records; verifying statistical reports for accuracy and completeness; and handling and adjusting complaints. May also direct lower level clerks. Positions above level IV are excluded. Such positions (which may include supervisory responsibility over lower level clerks) require workers to use a thorough knowledge of an office's work and routine to:

1. choose among widely varying methods and procedures to process complex transactions; and
2. select or devise steps necessary to complete assignments. Typical jobs covered by this exclusion include administrative assistants, clerical supervisors, and office managers.

HOUSING REFERRAL ASSISTANT

Provides housing information to an organization's employees moving to a new location. Contacts individuals or organizations such as landlords, real estate agents, mobile home dealers, trailer court managers and Chambers of Commerce by phone and correspondence to obtain listings of rental or sale properties, possible future prospects of housing, and to develop a working relationship with the housing referral service. Compiles listings of houses, apartments and mobile homes which may be rented and properties which may be purchased. Periodically, communicates with contacts to update listings. Ensures that property owners are in compliance with nondiscrimination policy. Counsels applicants with regard to special circumstances, e.g. medical or financial hardships, and availability of housing that will meet applicants' needs. Provides information regarding community services, i.e., schools, churches, transportation, hospitals, motels and job information centers. Searches files, places telephone calls and makes referrals. Furnishes information to inquirer interested in home purchase regarding locations, owners, agents, price ranges, loans and other related information. Maintains daily records of office activities, including number of applicants, number placed, and agents solicited or listed. Schedules appointments for housing inspectors. Prepares reports, as required, and replies to complaints, investigations and letters of inquiry.

KEY ENTRY OPERATOR I

Work is routine and repetitive. Under close supervision or following specific procedures or detailed instructions, works from various standardized source documents which have been coded and require little or no selecting, coding or interpreting of data to be entered. Refers to supervisor problems arising from erroneous items, codes, or missing information.

KEY ENTRY OPERATOR II

Work requires the application of experience and judgment in selecting procedures to be followed and in searching for, interpreting, selecting, or coding items to be entered from a variety of source documents. On occasion may also perform routine work as described for Level I.

Excluded are operators above Level II using the key entry controls to access, read, and evaluate the substance of specific records to take substantive actions, or to make entries requiring a similar level of knowledge.

ORDER CLERK I



Handles orders involving items which have readily identified uses and applications. May refer to a catalog, manufacturer's manual or similar document to insure that proper item is supplied or to verify price of ordered item.

ORDER CLERK II

Handles orders that involve making judgments such as choosing which specific product or material from the establishment's product lines will satisfy the customer's needs, or determining the price to be quoted when pricing involves more than merely referring to a price list or making some simple mathematical calculations.

PERSONNEL ASSISTANT (EMPLOYMENT) I

Performs routine tasks which require a knowledge of personnel procedures and rules, such as: providing simple employment information and appropriate lists and forms to applicants or employees on types of jobs being filled, procedures to follow, and where to obtain additional information; ensuring that the proper forms are completed for name changes, locator information, applications, etc. and reviewing completed forms for signatures and proper entries; or maintaining personnel records, contacting appropriate sources to secure any missing items, and posting items such as dates of promotions, transfer, and hire, or rates of pay or personal data. If this information is computerized, outside inquiries for simple factual information, such as verification of dates of employment in response to telephone credit checks of employees. some receptionist or other clerical duties may be performed. May be assigned work to provide training for a higher level position. Detailed rules and procedures are available for all assignments. Guidance and assistance on unusual questions are available at all times. Work is spot checked, often on a daily basis.

PERSONNEL ASSISTANT (EMPLOYMENT) II

Examines and/or processes personnel action documents using experience in applying personnel procedures and policies. Ensures that information is complete and consistent and determines whether further discussion with applicants or employees is needed or whether personnel information must be checked against additional files or listings. Selects appropriate precedents, rules, or procedures from a number of alternatives. Responds to varied questions from applicants, employees, or managers for readily available information which can be obtained from file material or manuals; responses require skill to secure cooperation in correcting improperly completed personnel documents or to explain regulations and procedures. May provide information to managers on availability of applicants and status of hiring actions; may verify employment dates and places supplied on job applications; may maintain personnel records; and may administer typing and stenography test. Completes routine assignments independently. Detailed guidance is available for situations which deviate from established precedents. Clerks/assistants are relied upon to alert higher level clerks/assistants or supervisor to such situations. Work may be spot checked periodically.

PERSONNEL ASSISTANT (EMPLOYMENT) III

Serves as a clerical expert in independently processing the most complicated types of personnel actions, e.g., temporary employment, rehires, and dismissals and in providing information when it is necessary to consolidate data from a number sources, often with short deadlines. Screens applications for obvious rejections. Resolves conflicts in computer listings or other sources of employee information. Locates lost documents or reconstructs information using a number of sources. May check references of applicants when information in addition to dates and places of

past work is needed, and judgment is required to ask appropriate routine follow-up questions. May provide guidance to lower level clerks. Supervisory review is similar to level II. AND/OR Performs routine personnel assignments beyond the clerical level, such as: orienting new employees to programs, facilities, rules on time and attendance, and leave policies; computing basic statistical information for reports on manpower profiles, EEO progress and accomplishments, hiring activities, attendance and leave profiles, turnover, etc.; and screening applicants for well-defined positions, rejecting those who do not qualify for available openings for clear cut reasons, referring others to appropriate employment interviewer. Guidance is provided on possible sources of information, methods of work, and types of reports needed. Completed written work receives close technical review from higher level personnel office employees; other work may be checked occasionally.

PERSONNEL ASSISTANT (EMPLOYMENT) IV

Performs work in support of personnel professionals which requires a good working knowledge of personnel procedures, guides, and precedents. In representative assignments: interviews applicants, obtains references, and recommends placement of applicants in a few well-defined occupations (trade or clerical) within a stable organization or unit; conducts post-placement or exit interviews to identify job adjustment problems or reasons for leaving the organization; performs routine statistical analyses related to manpower, EEO, hiring, or other employment concerns, e.g., compares one set of data to another set as instructed; and requisitions applicants through employment agencies for clerical or blue collar jobs. At this level, assistants typically have a range of personal contacts within and outside the organization and with applicants, and must be tactful and articulate. May perform some clerical work in addition to the above duties. Supervisor reviews completed work against stated objectives.

PRODUCTION CONTROL CLERK

Compiles and records production data for industrial establishments to compare records and reports on volume of production, consumption of material, quality control, and other aspects of production, performing any combination of the following duties: Compiles and records production data from such documents as customer orders, work tickets, product specifications, and individual worker production sheets, following prescribed recording procedures and using typewriter and other devices. Calculates such factors as types and quantities of items produced, materials used, amount of scrap, frequency of defects, and worker and department production rates, using adding machine or calculator. Writes production reports based on data compiled, tabulated and computed, following prescribed formats. Maintains files of documents used and prepared. Compiles from customer orders and other specifications detailed production sheets or work tickets for use by production workers as guides in assembly or manufacture of products. Prepares written work schedules based on established guidelines and priorities. Compiles material inventory records and prepares requisitions for procurement of materials and supplies. Charts production, using chart, graph, or pegboard, based on statistics compiled for reference by production and management personnel. Sorts and distributes work tickets or material to workers. May compute wages from employee time cards and post wage data on records used for preparation of payroll.

RENTAL CLERK

Performs clerical duties concerned with rental and management of public housing projects. Answers telephone and responds to requests for maintenance, complaints, rental information or, as appropriate, forwards calls to senior officials. Receives rental payments and other income, assesses late charges, applies cancellation stamp required by government housing agency, writes receipts, and prepares rental transmittal forms and collection logs for government



accounting system. Receives security deposits and prepares tenant receipts. Prepares bank deposits. Maintains tenant files. Follows up on income recertifications.

SCHEDULER, MAINTENANCE

Schedules repairs and lubrication of motor vehicles for vehicle-maintenance concern or company automotive-service shop. Schedules vehicles for lubrication or repairs based on date of last lubrication and mileage traveled or urgency of repairs. Contacts garage to verify availability of facilities. Notifies parking garage workers to deliver specified vehicles. Maintains file of requests for services.

SECRETARY I thru V (Occupational Base)

Provides principal secretarial support in an office, usually to one individual, and, in some cases, also to the subordinate staff of that individual. Maintains a close and highly responsive relationship to the day-to-day activities of the supervisor and staff. Works fairly independently, receiving a minimum of detailed supervision and guidance. Performs varied clerical and secretarial duties requiring a knowledge of office routine and an understanding of the organization, programs, and procedures related to the work of the office.

Classification by Level

Secretary jobs which meet the required characteristics are matched at one of five levels according to two factors: (a) Level of the secretary's supervisor within the overall organizational structure, and (b) level of the secretary's responsibility. The table following the explanations of these factors indicates the level of the secretary for each combination of factors.

Level of Secretary's Supervisor (LS)

Secretaries should be matched with one of the three LS levels below that best describes the organization of the secretary's supervisor.

LS-1

Organizational structure is not complex and internal procedures and administrative controls are simple and informal; supervisor directs staff through face-to-face meetings.

LS-2

Organizational structure is complex and is divided into subordinate groups that usually differ from each other as to subject matter, function, etc.; supervisor usually directs staff through intermediate supervisors; and internal procedures and administrative controls are formal. An entire organization (e.g., division, subsidiary, or parent organization) may contain a variety of subordinate groups which meet the LS-2 definition. Therefore, it is not unusual for one LS-2 supervisor to report to another LS-2 supervisor.

The presence of subordinate supervisors does not by itself mean LS-2 applies, e.g., a clerical processing organization divided into several units, each performing very similar work, is placed in LS-1.

In smaller organizations or industries such as retail trades, with relatively few organizational levels, the supervisor may have an impact on the policies and major programs of the entire organization, and may deal with important outside contacts as described in LS-3.

LS-3

Organizational structure is divided into two or more subordinate supervisory levels (of which at least one is a managerial level) with several subdivisions at each level. Executive's program(s) are usually interlocked on a direct and continuing basis with other major organizational segments, requiring constant attention to extensive formal coordination, clearances, and procedural controls. Executive typically has: Financial decision-making authority for assigned program(s); considerable impact on the entire organization's financial position or image; and responsibility for, or has staff specialists in, such areas as personnel and administration for assigned organization. Executive plays an important role in determining the policies and major programs of the entire organization, and spends considerable time dealing with outside parties actively interested in assigned program(s) and current or controversial issues.

Level of Secretary's Responsibility (LR)

This factor evaluates the nature of the work relationship between the secretary and the supervisor or staff, and the extent to which the secretary is expected to exercise initiative and judgment. Secretaries should be matched at the level best describing their level of responsibility. When a position's duties span more than one LR level, the introductory paragraph at the beginning of each LR level should be used to determine which of the levels best matches the position. (Typically, secretaries performing at the higher levels of responsibility also perform duties described at the lower levels.)

LR-1 Carries out recurring office procedures independently. Selects the guideline or reference which fits the specific case. Supervisor provides specific instructions on new assignments and checks completed work for accuracy. Performs varied duties including or comparable to the following:

- Responds to routine telephone requests which have standard answers; refers calls and visitors to appropriate staff. Controls mail and assures timely staff response; may send form letters;

- As instructed, maintains supervisor's calendar, makes appointments, and arranges for meeting rooms;

- Reviews materials prepared for supervisor's approval for typographical accuracy and proper format;

- Maintains recurring internal reports, such as time and leave records, office equipment listings, correspondence controls, and training plans;

- Requisitions supplies, printing, maintenance, or other services. Types, takes and transcribes dictation, and establishes and maintains office files.

LR-2 Handles differing situations, problems, and deviations in the work of the office according to the supervisor's general instructions, priorities, duties, policies, and program goals. Supervisor may assist secretary with special assignments. Duties include or are comparable to the following:

- Screens telephone calls, visitors, and incoming correspondence; personally responds to requests for information concerning office procedures; determines which requests should be handled by the supervisor, appropriate staff member or other offices. May prepare and sign routine, nontechnical correspondence in own or supervisor's name;

- Schedules tentative appointments without prior clearance. Makes arrangements for conferences and meetings and assembles established background materials, as directed. May attend meetings and record and report on the proceedings;

- Reviews outgoing materials and correspondence for internal consistency and conformance with supervisor's procedures; assures that proper clearances have been obtained, when needed;

Collects information from the files or staff for routine inquiries on office program(s) or periodic reports. Refers nonroutine requests to supervisor or staff;

Explains to subordinate staff supervisor's requirements concerning office procedures. Coordinates personnel and administrative forms for the office and forwards for processing.

LR-3 Uses greater judgment and initiative to determine the approach or action to take in nonroutine situations. Interprets and adapts guidelines, including unwritten policies, precedents, and practices, which are not always completely applicable to changing situations. Duties include or are comparable to the following:

Based on a knowledge of the supervisor's views, composes correspondence on own initiative about administrative matters and general office policies for supervisor's approval;

Anticipates and prepares materials needed by the supervisor for conferences, correspondence, appointments, meetings, telephone calls, etc., and informs supervisor on matters to be considered;

Reads publications, regulations, and directives and takes action or refers those that are important to the supervisor and staff;

Prepares special or one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, correspondence, other offices, etc., under general directions;

Advises secretaries in subordinate offices on new procedures; requests information needed from the subordinate office(s) for periodic or special conferences, reports, inquiries, etc. Shifts clerical staff to accommodate workload needs.

LR-4 Handles a wide variety of situations and conflicts involving the clerical or administrative functions of the office which often cannot be brought to the attention of the executive. The executive sets the overall objectives of the work. Secretary may participate in developing the work deadlines. Duties include or are comparable to the following:

Composes correspondence requiring some understanding of technical matters; may sign for executive when technical or policy content has been authorized;

Notes commitments made by executive during meetings and arranges for staff implementation. On own initiative, arranges for staff member to represent organization at conferences and meetings, establishes appointment priorities, or reschedules or refuses appointments or invitations;

Reads outgoing correspondence for executive's approval and alerts writers to any conflict with the file or departure from policies or executive's viewpoints; gives advice to resolve the problems;

Summarizes the content of incoming materials, specially gathered information, or meetings to assist executive; coordinates the new information with background office sources; draws attention to important parts or conflicts;

In the executive's absence, ensures that requests for action or information are relayed to the appropriate staff member; as needed, interprets request and helps implement action; makes sure that information is furnished in timely manner; decides whether executive should be notified of important or emergency matters.

Excludes secretaries performing any of the following duties:

Acts as office manager for the executive's organization, e.g., determines when new procedures are needed for changing situations and devises and implements alternatives; revises or clarifies procedures to eliminate conflict or duplication; identifies and resolves various problems that affect the orderly flow of work in transactions with parties outside the organization.



Prepares agenda for conferences; explains discussion topics to participants; drafts introductions and develops background information and prepares outlines for executive or staff member(s) to use in writing speeches.

Advises individuals outside the organization on the executive's views on major policies or current issues facing the organization; contacts or responds to contact from high-ranking outside officials (e.g., city or State officials, members of Congress, presidents of national unions or large national or international firms, etc.) in unique situations. These officials may be relatively inaccessible, and each contact typically must be handled differently, using judgement and discretion.

SERVICE ORDER DISPATCHER

Receives, records, and distributes work orders to service crews upon customers' requests for service on articles or utilities purchased from wholesale or retail establishment or utility company. Records information, such as name, address, article to be repaired, or service to be rendered. Prepares work order and distributes to service crew. Schedules service call and dispatches service crew. Calls or writes customer to insure satisfactory performance of service. Keeps record of service calls and work orders. May dispatch orders and relay messages and special instructions to mobile crews and other departments, using radio telephone equipment.

STENOGRAPHER I

Takes and transcribes dictation, receiving specific assignments along with detailed instructions on such requirements as form and presentation. The transcribed material is typically reviewed in rough draft, and the final transcription is reviewed for conformance with the rough draft. May maintain files, keep simple records, or perform other relatively routine clerical tasks.

STENOGRAPHER II

Takes and transcribes dictation determining the most appropriate format. Performs stenographic duties requiring significantly greater independence and responsibility than Stenographer I. Supervisor typically provides general instructions. Work requires a thorough working knowledge of general business and office procedure and of the specific business operations, organization, policies, procedures, files, workflow, etc. Uses this knowledge in performing stenographic duties and responsible clerical tasks such as maintaining follow-up files; assembling material for reports, memoranda, and letters; composing simple letters from general instructions; reading and routing incoming mail; answering routine questions; etc.

SUPPLY TECHNICIAN

Performs limited aspects of technical supply management work (e.g., inventory management, storage management, cataloging, property utilization) related to depot, local, or other supply activities. Work usually is segregated by commodity area or function, and controlled in terms of difficulty, complexity, or responsibility. Assignments usually relate to stable or standardized segments of technical supply management operations; or to functions or subjects that are narrow in scope or limited in difficulty. The work generally involves individual case problems or supply actions. This work may require consideration of program requirements, together with specific variations in or from standardized guidelines.

Assignments require

- a good working knowledge of the governing supply systems, programs, policies, nomenclature, work methods, manuals, or other established guidelines;
- an understanding of the needs of the organization serviced; and
- analytical ability to define or recognize the dimension of the problems involved, to collect the necessary data, to establish the facts, and to take or recommend action based upon application or interpretation of established guidelines.

Illustrative Assignments:

1. **Inventory management:** Responsible for inventory management of decentralized and decontrolled items, including supplies, and equipment. Items managed typically are of low unit or annual demand value, involve short procurement lead time (less than 9 months), are obtained from standard or other readily available sources of supply, and reflect relatively stable patterns of demand. Items usually are of a general, common-use type, nonreparable and seldom require intensive investigation of atypical variations in their supply and demand patterns. Positions are located in local, regional, or headquarters offices for which the military supply management organization has overall inventory management responsibility. The work includes requirements determination and forecasting, distribution or redistribution of material, procurement authorization, limited funds management, or other related work.
2. **Material coordination:** Performs material coordination duties for special programs, maintenance, or production shops. Duties are performed on the basis of practical experience in processing and expediting supply transactions related to the particular organizations serviced.
3. **Cataloging:** Writes item descriptions for a range of new items entering the supply channels of a particular agency or field establishment. Applies requirements selecting the appropriate description pattern and answering the requirements contained in the pattern. Reviews existing stock catalogs, manufacturers' catalogs, drawings, or other resource materials, for the purpose of matching characteristics or part numbers to identify duplicate items already catalogued or otherwise recorded in the supply system.

Level of Responsibility:

1. Works within a framework of established supply regulations, policies, and procedures, or other governing supply management guidelines.
2. Deals with a variety of operating officials regarding limited aspects of program needs of the organization serviced. Contacts may relate to inventory requirements in a stable or standardized organization and to the adequate description or identification of less complex items which are new to the system. May contact representatives of commercial firms to obtain information regarding new items of supply, item characteristics, or procurement lead time; or representatives of government agencies (Federal, State or local) regarding the utilization of property.

SURVEY WORKER (Interviewer)

Interviews people to obtain information on topics such as public issues or consumer buying habits. Contacts people at home or place of business or by telephone following specified sampling procedures, or approaches them at random on street. Asks questions relative to items on form or questionnaire, records answers, and assists persons in filling out forms. May review, sort, classify and file forms according to specified procedures and criteria. May participate in Federal, state or local census surveys.

SWITCHBOARD OPERATOR-RECEPTIONIST

Operates a single-position telephone switchboard or console, used with a private branch exchange (PBX) system to relay incoming, outgoing, and intra-system calls and acts as a receptionist greeting visitors, determining nature of visits and directing visitors to appropriate persons. Work may also involve other duties such as recording and transmitting messages; keeping records of calls placed; providing information to callers and visitors; making appointments; keeping a log of visitors; and issuing visitor passes. May also type and perform other routine clerical work, usually while at the switchboard or console, which may occupy the major portion of the worker's time.

TEST EXAMINER

Serves as a test examiner for the administration, safeguarding and physical control of a wide variety of tests. May arrange in advance for testing rooms and facilities to correspond with testing schedules. Becomes thoroughly familiar with the Examiner's Manual for the test(s) prior to testing. Issues all materials required for test administration. Establishes positive identification of all testing applicants. Physically oversees all examinees during the testing session. May conduct a page check of each examination prior to and following administration. Completes inventories of all test materials.

TEST PROCTOR

Administers, supervises or proctors tests. Administers make-up tests in conjunction with civilian institution programs when it has been clearly established that the student could not be present for normal in-class testing because of duty conflict or health reasons. Testing materials are controlled items and will be handled, stocked safeguarded and administered in strict compliance with applicable regulations.

TRAVEL CLERK I

Under close supervision or following specific procedures and detailed instructions arranges travel on one and sometimes two modes of transportation. Travel is almost always recurrent by the same modes, carriers, routes and same major points of origin and destination, seldom involving special transportation privileges or requiring special allowances or planning for supplemental transportation facilities. When such services are required, they do not occur in such variety or with such frequency as to create problems of timing or coordination.

TRAVEL CLERK II

Travel usually involves the use of two or more modes of transportation. Information on carriers, modes and facilities is readily available since most carriers servicing the area maintain local facilities or publish information regularly. Single carriers or connecting carriers have schedules that are easily coordinated through the use of readily obtainable timetables or guides.

Travel is frequently recurrent. A substantial number of problems arise as a result of rerouting, and there are often side trips requiring changes of transportation. Travel is usually to areas accessible by direct line or established connecting points and normal modes of transportation. Travel is not always planned well in advance, so there may be major problems of scheduling or accommodations.

Travel involves special transportation privileges or special allowances and requires authorization or planning for supplemental or special transportation facilities, and when such services are required, they usually do not occur in such variety or with such frequency as to create major problems of timing or coordination.

Within general guidelines, employees select and apply appropriate travel guides, methods, techniques and work sequences to effectively accomplish the work. The majority of assignments are performed without technical assistance, but unusually difficult travel situations or problem cases encountered during the course of the work are referred to the supervisor before decision or commitment. Review of work is for compliance with regulatory guides and program policies and for soundness of decisions and conclusions.

TRAVEL CLERK III

At this level, all major modes of transportation are used, and most individual trips involve combinations of more than one mode. Travel is varied, often not recurrent and periodically requires planning for relatively inaccessible intermediate or destination points. Routings are diverse and there is a necessity for frequent rerouting, replanning, or rearranging, with many side trips, requiring changes in modes of travel and creating substantial difficulty in routing and scheduling connections.

A substantial amount of travel involves special allowances or requires authorization and planning for supplementary or special transportation facilities. It is frequently difficult to obtain the required information.

The incumbent is characterized by independence of action, with very little instruction, guidance and review, except for review of accomplishments of broad objectives and conformance to policy. The incumbent is viewed as the authority on travel matters, including the furnishing of advice and information to travelers, administrative officials and others; and responsible as the principal point of liaison with other elements and with carriers and other facilities.

WORD PROCESSOR I

Produces a variety of standard documents, such as correspondence, form letters, reports, tables and other printed materials. Work requires skill in typing; a knowledge of grammar, punctuation and spelling; and ability to use reference guides and equipment manuals. Performs familiar, routine assignments following standard procedures. Seeks further instructions for assignments requiring deviations from established procedures.

WORD PROCESSOR II

Uses a knowledge of varied and advanced functions of one software type, a knowledge of varied functions of different types of software, or a knowledge of specialized or technical terminology to perform such typical duties as:

- Editing and reformatting written or electronic drafts. Examples include: Correcting function codes; adjusting spacing and formatting; and standardizing headings, margins, and indentations.
- Transcribing scientific reports, lab analyses, legal proceedings, or similar material from voice tapes or handwritten drafts.
- Work requires knowledge of specialized, technical, or scientific terminology. Work requires familiarity with office terminology and practices; incumbent corrects copy and questions

originator of document concerning missing information, improper formatting, or discrepancies in instructions. Supervisor sets priorities and deadlines on continuing assignments, furnishes general instructions for recurring work, and provides specific instructions for new or unique projects. May lead lower level word processors.

WORD PROCESSOR III

Requires both a comprehensive knowledge of word processing software applications and office practices and a high degree of skill in applying software functions to prepare complex and detailed documents. For example, processes complex and lengthy technical reports which include tables, graphs, charts, or multiple columns. Uses either different word processing packages or many different style macros or special command functions. Independently completes assignments and resolves problems.

AUTOMATIC DATA PROCESSING OCCUPATIONS

COMPUTER DATA LIBRARIAN

Maintains library of media (tapes, disks, cards, cassettes) used for automatic data processing applications. Classifies, catalogs, and stores items in accordance with standardized system. Issues media for processing on request. Maintains record of items received, stored, issued, and returned. Examines returned media for damage or excessive wear to determine if they need replacing. May make minor repairs to damaged tapes.

COMPUTER OPERATOR I

Works under close personal supervision and is provided detailed written or oral guidance before and during assignments. As instructed, resolves common operating problems. May serve as an assistant operator working under close supervision or performing a portion of a more senior operator's work.

COMPUTER OPERATOR II

Processes scheduled routines which present few difficult operating problems (e.g., infrequent or easily resolved error conditions). In response to computer output instructions or error conditions, applies standard operating or corrective procedure. Refers problems which do not respond to preplanned procedure. May serve as an assistant operator, working under general supervision.

COMPUTER OPERATOR III

Processes a range of scheduled routines. In addition to operating the system and resolving common error conditions, diagnoses and acts on machine stoppage and error conditions not fully covered by existing procedures and guidelines (e.g., resetting switches and other controls or making mechanical adjustments to maintain or restore equipment operations). In response to computer output instructions or error conditions, may deviate from standard procedures if standard procedures do not provide a solution. Refers problems which do not respond to corrective procedures.

COMPUTER OPERATOR IV

Adapts to a variety of nonstandard problems which require extensive operator intervention (e.g., frequent introduction of new programs, applications, or procedures). In response to computer output instructions or error conditions, chooses or devises a course of action from among several alternatives and alters or deviates from standard procedures if standard procedures do not provide a solution (e.g., reassigning equipment in order to work around faulty equipment or transfer channels); then refers problems. Typically, completed work is submitted to users without supervisory review.

COMPUTER OPERATOR V

Resolves a variety of difficult operating problems (e.g., making unusual equipment connections and rarely used equipment and channel configurations to direct processing through or around problems in equipment, circuits, or channels or reviewing test run requirements and developing unusual system configurations that will allow test programs to process without interfering with ongoing job requirements). In response to computer output instructions and error conditions or to avoid loss of information or to conserve computer time, operator deviates from standard procedures. Such actions may materially alter the computer unit's production plans. May spend considerable time away from the control station providing technical assistance to lower level operators and assisting programmers, systems analysts, and subject matter specialists in resolving problems.

COMPUTER PROGRAMMER I

Assists higher level staff by performing elementary programming tasks which concern limited and simple data items and steps which closely follow patterns of previous work done in the organization, e.g., drawing flow charts, writing operator instructions, or coding and testing routines to accumulate counts, tallies, or summaries. May perform routine programming assignments (as described in Level II) under close supervision.

In addition, to assist higher level staff, may perform elementary fact-finding concerning a specified work process, e.g., a file of clerical records which is treated as a unit (invoices, requisitions, or purchase orders, etc.); reports findings to higher level staff.

May receive training in elementary fact-finding. Detailed, step-by-step instructions are given for each task and any deviation must be authorized by a supervisor. Work is closely monitored in progress and reviewed in detail upon completion.

COMPUTER PROGRAMMER II

At this level, initial assignments are designed to develop competence in applying established programming procedures to routine problems. Performs routine programming assignments that do not require skilled background experience but do require knowledge of established programming procedures and data processing requirements. Works according to clear cut and complete specifications. The data are refined and the format of the final product is very similar to that of the input or is well defined when significantly different, i.e., there are few, if any, problems with interrelating varied records and outputs.

Maintains and modifies routine programs. Makes approved changes by amending program flow charts, developing detailed processing logic, and coding changes. Tests and documents modifications and writes operator instructions. May write routine new programs using prescribed specifications; may confer with EDP personnel to clarify procedures, processing logic, etc.

In addition, may evaluate simple interrelationships in the immediate programming area, e.g., whether a contemplated change in one part of a simple program would cause unwanted results in a related part; confers with user representatives to gain an understanding of the situation sufficient to formulate the needed change; and implements the change upon approval of the supervisor or higher level staff. The incumbent is provided with charts, narrative descriptions of the functions performed, an approved statement of the product desired (e.g., a change in a local establishment report), and the inputs, outputs, and record formats.

Reviews objectives and assignment details with higher level staff to insure thorough understanding; uses judgment in selecting among authorized procedures and seeks assistance when guidelines are inadequate, significant deviations are proposed, or when unanticipated problems arise. Work is usually monitored in progress; all work is reviewed upon completion for accuracy and compliance with standards.

COMPUTER PROGRAMMER III

As a fully qualified computer programmer, applies standard programming procedures and detailed knowledge of pertinent subject matter (e.g., work processes, governing rules, clerical procedures, etc.) in a programming area such as: a record keeping operation (supply, personnel and payroll, inventory, purchasing, insurance payments, depositor accounts, etc.); a well-defined statistical or scientific problem; or other standardized operation or problem. Works according to approved statements of requirements and detailed specifications. While the data are clear cut, related, and equally available, there may be substantial interrelationships of a variety of records and several varied sequences of formats are usually produced. The programs developed or modified typically are linked to several other programs in that the output of one becomes the input for another. Recognizes probable interactions of other related programs with the assigned program(s) and is familiar with related system software and computer equipment. Solves conventional programming problems. (In small organizations, may maintain programs which concern or combine several operations, i.e., users, or develop programs where there is one primary user and the others give input.)

Performs such duties as: develops, modifies, and maintains assigned programs; designs and implements modifications to the interrelation of files and records within programs in consultations with higher level staff; monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding; and implements and/or maintains assigned portions of a scientific programming project, applying established scientific programming techniques to well-defined mathematical, statistical, engineering, or other scientific problems usually requiring the translation of mathematical notation into processing logic and code. (Scientific programming includes assignments such as: using predetermined physical laws expressed in mathematical terms to relate one set of data to another; the routine storage and retrieval of field test data; and using procedures for real-time command and control, scientific data reduction, signal processing, or similar areas.) Tests and documents work and writes and maintains operator instructions for assigned programs. Confers with other EDP personnel to obtain or provide factual data.

In addition, may carry out fact-finding and programming analysis of a single activity or routine problem, applying established procedures where the nature of the program, feasibility, computer equipment, and programming language have already been decided. May analyze present performance of the program and take action to correct deficiencies based on discussion with the user and consultation with and approval of the supervisor or higher level staff. May assist in the review and analysis of detailed program specifications and in program design to meet changes in work processes.

Works independently under specified objectives; applies judgment in devising program logic and in selecting and adapting standard programming procedures; resolves problems and deviations according to established practices; and obtains advice where precedents are unclear or not available. Completed work is reviewed for conformance to standards, timeliness, and efficiency. May guide or instruct lower level programmers; may supervise technicians and others who assist in specific assignments. Works on complex programs under close direction of higher level staff or supervisor. May assist higher level staff by independently performing moderately complex tasks assigned, and performing complex tasks under close supervision.

COMPUTER PROGRAMMER IV

Applies expertise in programming procedures to complex programs; recommends the redesign of programs, investigates and analyzes feasibility and program requirements, and develops programming specifications. Assigned programs typically affect a broad multi-user computer system which meets the data processing needs of a broad area (e.g., manufacturing, logistics planning, finance management, human resources, or material management) or a computer system for a project in engineering, research, accounting, statistics, etc. Plans the full range of programming actions to produce several interrelated but different products from numerous and diverse data elements which are usually from different sources; solves difficult programming problems. Uses knowledge of pertinent system software, computer equipment, work processes, regulations, and management practices.

Performs such duties as: develops, modifies, and maintains complex programs; designs and implements the interrelations of files and records within programs which will effectively fit into the overall design of the project; working with problems or concepts, develops programs for the solution to major scientific computational problems requiring the analysis and development of logical or mathematical descriptions of functions to be programmed; and develops occasional special programs, e.g., a critical path analysis program to assist in managing a special project. Tests, documents, and writes operating instructions for all work. Confers with other EDP personnel to secure information, investigate and resolve problems and coordinate work efforts.

In addition, performs such programming analysis as: investigating the feasibility of alternate program design approaches to determine the best balanced solution, e.g., one that will best satisfy immediate user needs, facilitate subsequent modification, and conserve resources; on typical maintenance projects and smaller scale, limited new projects, assisting user personnel in defining problems or needs and determining work organization, the necessary files and records, and their interrelation with the program; or on large or more complicated projects, participating as a team member along with other EDP personnel and users and having responsibility for a portion of the project.

Works independently under overall objectives and direction, apprising the supervisor about progress and unusual complications. Modifies and adapts precedent solutions and proven approaches. Guidelines include constraints imposed by the related programs with which the incumbent's programs must be meshed. Completed work is reviewed for timeliness, compatibility with other work, and effectiveness in meeting requirements. May function as team leader or supervise a few lower level programmers or technicians on assigned work.

COMPUTER SYSTEMS ANALYST I

At this level, initial assignments are designed to expand practical experience in applying systems analysis techniques and procedures. Provides several phases of the required systems analysis where the nature of the system is predetermined. Uses established fact finding approaches,

knowledge of pertinent work processes and procedures, and familiarity with related computer programming practices, system software, and computer equipment.

Carries out fact finding and analysis as assigned, usually of a single activity or a routine problem; applies established procedures where the nature of the system, feasibility, computer equipment and programming language have already been decided; may assist a higher level systems analyst by preparing the detailed specifications required by computer programmers from information developed by the higher level analyst, may research routine user problems and solve them by modifying the existing system when the solutions follow clear precedents. When cost and deadline estimates are required, results receive closer review.

The supervisor defines objectives, priorities, and deadlines. Incumbents work independently; adapt guides to specific situations; resolve problems and deviations according to established practices; and obtain advice where precedents are unclear or not available. Completed work is reviewed for conformance to requirements, timeliness, and efficiency. May supervise technicians and others who assist in specific assignments

COMPUTER SYSTEMS ANALYST II

Applies systems analysis and design skills in an area such as a record keeping or scientific operation. A system of several varied sequences or formats is usually developed, e.g., develops systems for maintaining depositor accounts in a bank, maintaining accounts receivable in a retail establishment, maintaining inventory accounts in a manufacturing or wholesale establishment, or processing a limited problem in a scientific project. Requires competence in most phases of system analysis and knowledge of pertinent system software and computer equipment and of the work processes, applicable regulations, work load, and practices of the assigned subject-matter area. Recognizes probable interactions of related computer systems and predicts impact of a change in assigned system.

Reviews proposals which consist of objectives, scope, and user expectations; gathers facts, analyzes data, and prepares a project synopsis which compares alternatives in terms of cost, time, availability of equipment and personnel, and recommends a course of action; and upon approval of synopsis, prepares specifications for development of computer programs. Determines and resolves data processing problems and coordinates the work with program, users, etc.; orients user personnel on new or changed procedures. May conduct special projects such as data element and code standardization throughout a broad system, working under specific objectives and bringing to the attention of the supervisor any unusual problems or controversies.

Works independently under overall project objectives and requirements; appraises supervisor about progress and unusual complications. Guidelines usually include existing systems and the constraints imposed by related systems with which the incumbent's work must be meshed. Adapts design approaches successfully used in precedent systems. Completed work is reviewed for timeliness, compatibility with other work, and effectiveness in meeting requirements. May provide functional direction to lower level assistants on assigned work.

COMPUTER SYSTEMS ANALYST III

Applies systems analysis and design techniques to complex computer systems in a broad area such as manufacturing; finance management; engineering, accounting, or statistics; logistics planning; material management, etc. Usually, there are multiple users of the system, however, there may be complex one-user systems, e.g., for engineering or research projects. Requires competence in all phases of systems analysis techniques, concepts, and methods and knowledge

of available system software, computer equipment, and the regulations, structure, techniques, and management practices of one or more subject-matter areas. Since input data usually come from diverse sources is responsible for recognizing probable conflicts and integrating diverse data elements and sources. Produces innovative solutions for a variety of complex problems.

Maintains and modifies complex systems or develops new subsystems such as an integrated production scheduling, inventory control, cost analysis, or sales analysis record in which every item of each type is automatically processed through the full system of records. Guides users in formulating requirements; advises on alternatives and on the implications of new or revised data processing systems; analyzes resulting user project proposals, identifies omissions and errors in requirements and conducts feasibility studies; recommends optimum approach and develops system design for approved projects. Interprets information and informally arbitrates between system users when conflicts exist. May serve as lead analyst in a design subgroup, directing and integrating the work of one or two lower level analysts, each responsible for several programs.

Supervision and nature of review are similar to level II; existing systems provide precedents for the operation of new subsystems.

PERIPHERAL EQUIPMENT OPERATOR

Operates peripheral equipment which directly supports digital computer operations. Such equipment is uniquely and specifically designed for computer applications, but need not be physically or electronically connected to a computer. Printers, plotters, card readers/punchers, tape readers, tape units or drives, disk units or drives, and data display units are examples of such equipment.

The following duties characterize the work of a Peripheral Equipment Operator:

- Loading printers and plotters with correct paper; adjusting controls for forms, thickness, tension, printing density, and location; and unloading hard copy;
- Labeling tape reels, disks or card decks;
- Checking labels and mounting and dismounting designated tape reels or disks on specified units or drives;
- Setting controls which regulate operation of the equipment;
- Observing panel lights for warnings and error indications and taking appropriate action;
- Examining tapes, cards, or other material for creases, tears, or other defects which could cause processing problems.

Excludes workers

1. who monitor and operate a control console or a remote terminal, or
2. whose duties are limited to operating decollators, busters, separators, or similar equipment.

AUTOMOTIVE SERVICE OCCUPATIONS

AUTOMOBILE BODY REPAIRER, FIBERGLASS

Repairs damaged fiberglass automobile bodies, using pneumatic tools and knowledge of fiberglass repair techniques. Cuts away damaged fiberglass, using air grinder. Smooths edges of painted surface, using sandpaper or air-powered sander. Masks surrounding undamaged surface, using masking tape. Cuts plastic separating film, using shears, and tapes film to outside repair area. Mixes polyester resin and hardener according to specifications and applies mixture to repair area, using brush. Soaks matting in resin mixture and layers matting over repair area to specified thickness. Peels separating film from repair area and washes repair surface with water. Occasionally secures new panel to repair area, using C-clamp. Applies and spreads body filler manually to reestablish surface. Manually files away excess filler to match original contour. Smooths filler, using air sander. Cleans repair area with air gun.

AUTOMOTIVE GLASS INSTALLER (Auto Glass Worker)

Replaces broken or pitted windshields and window glass in motor vehicles. Removes broken glass by unscrewing frame, using hand tools. Cuts flat safety glass according to specified pattern, using glasscutter. Smooths cut edge of glass by holding against abrasive belt. Applies moisture proofing compound along cut edges and installs glass in vehicle. Weatherproofs window or windshield and prevents it from rattling by installing rubber channeling strips around sides of glass. Installs precut replacement glass to replace curved windows. May replace or adjust parts in window-raising mechanism.

AUTOMOTIVE WORKER

Performs a variety of minor repairs and services to maintain motor vehicles. Places and maintains decals on vehicles. Checks and replaces batteries. Rotates, repairs, and replaces tires. Washes, polishes, and cleans interiors and exteriors of vehicles. Drains, flushes, and replaces engine, transmission, and differential grease and oils. Checks, cleans, calibrates, and replaces spark plugs. Cleans and replaces oil and air filters. Adjusts brakes, replaces windshield wipers, and similar minor parts. Assists on major overhaul jobs by disassembling and cleaning parts, repairing components such as generators and water pumps, and replacing thermostats, points, electrical wiring and other items. Maintains tools and equipment, and cleans work areas.

ELECTRICIAN, AUTOMOTIVE

Tests, repairs, overhauls, modifies, and maintains electrical equipment of a specialized nature such as automatic alternator synchronizing equipment, amplidyne control units, voltage regulating equipment, generators, switching and control panels, and junction boxes, in motor vehicles such as automobiles, buses and trucks.

MOBILE EQUIPMENT SERVICER

Operating from a mobile fuel station and/or tanker, performs one or more of the following duties: Supplies all types of vehicles with gasoline or diesel fuel, and records mileage and tag numbers. Checks fluid levels of transmissions, battery, cooling system and engine oil. Checks tires for wear and for pressure. Replaces wiper blades, fuses, sealed beam lights, and light bulbs. Inspects equipment and performs preventive maintenance services. Changes oil and filters, and lubricates and greases vehicles. Washes and cleans interiors and exteriors of vehicles; maintains inventories of parts and supplies; and cleans and maintains work areas.

MOTOR EQUIPMENT METAL MECHANIC (Motor Vehicle Body Repairer)



Repairs damaged bodies and body parts of automotive vehicles, such as automobiles, buses, and light trucks according to repair manuals, using hand tools and power tools. Removes upholstery, accessories, electrical and hydraulic window- and seat-operating equipment, and trim to gain access to vehicle body and fenders. Positions block against surface of dented area and beats opposite surface to remove dents, using hammer. Fills depressions with solder or other plastic material. Removes damaged fenders, panels, and grills, using wrenches and cutting torch, and bolts or welds replacement. Straightens bent frames, using hydraulic jack and pulling device. Files, grinds, and sands repaired surfaces, using power tools and hand tools. Refinishes repaired surface, using paint spray gun and sander. Aims headlights, aligns wheels, and bleeds hydraulic brake system. May paint surface after performing body repairs.

MOTOR EQUIPMENT METAL WORKER

Assists Motor Equipment Metal Mechanic by performing routine metal repairs to vehicle bodies and main frames, and other routine duties.

MOTOR VEHICLE MECHANIC

Repairs, rebuilds, or overhauls major assemblies of internal combustion automobiles, buses, trucks or tractors. Work involves most of the following: Diagnosing the source of trouble and determining the extent of repairs required; replacing worn or broken parts such as piston rings, bearings, or other engine parts; grinding and adjusting valves; rebuilding carburetors; overhauling transmissions; and repairing fuel injection, lighting, and ignition systems. In general, the work of the Motor Vehicle Mechanic requires rounded training and experience usually acquired through a formal apprenticeship or equivalent training and experience.

MOTOR VEHICLE MECHANIC HELPER

Performs a variety of tasks such as washing, cleaning, and lubricating vehicles; loading, unloading, and storing automotive parts and supplies; and maintaining work areas.

MOTOR VEHICLE UPHOLSTERY WORKER

Repairs and replaces upholstery, including fabrics, springs, webbing, filling, and padding, in automobiles, trucks, buses, and other motor vehicles.

MOTOR VEHICLE WRECKER (Tow Truck Operator; Wrecker Operator)

Operates gasoline, diesel, or electric-powered vehicle equipped with special purpose powered equipment used to tow motor vehicles or other equipment.

PAINTER, AUTOMOTIVE

Coats surfaces of motor vehicles such as automobiles, buses, and trucks with paint, lacquer, epoxy, resin or other material, using brushes, rollers, spray guns and other devices. Removes old paint from vehicle, using liquid paint remover and scraper. Smooths surface with sandpaper and steel wool. Roughens aluminum surfaces with acid solution and steel wool to ensure that paint adheres to surface. Masks and covers portions of surfaces not to be painted. Paints vehicle or specified portion of vehicle. May paint insignia, letters or numerals on vehicle surface, using stencils.

RADIATOR REPAIR SPECIALIST (Automobile Radiator Mechanic)

Repairs, modifies, and tests automotive radiators, air coolers, and oil temperature regulators made of various kinds of metals. Locates and repairs leaks. Removes defective parts, and installs new parts.

TIRE REPAIRER

Repairs damaged tires of automobiles, buses, trucks, and other automotive vehicles: Raises vehicle, using hydraulic jack, and unbolts wheel, using lug wrench. Removes wheel from vehicle by hand or, when repairing giant tires of heavy equipment, by use of power hoist. Locates puncture in tubeless tire by visual inspection or by immersing inflated tire in water bath and observing air bubbles emerging from puncture. Seals puncture in tubeless tire by inserting adhesive material and expanding rubber plug into puncture, using hand tools. Separates tubed tire from wheel, using rubber mallet and metal bar or mechanical tire changer. Removes inner tube from tire and inspects tire casing for defects, such as holes and tears. Glues boot (tire patch) over rupture in tire casing using rubber cement. Inflates inner tube and immerses it in water to locate leak. Buffs defective area of inner tube, using scraper, and patches tubes with adhesive rubber patch or seals rubber patch to tube, using hot vulcanizing plate. Reassembles tire onto wheel, and places wheel on balancing machine to determine counterweights required to balance wheel. Hammers required counterweights onto rim of wheel.

TRANSMISSION REPAIR SPECIALIST (Transmission Mechanic)

Repairs manual and automatic transmissions in automobiles, buses, trucks, and other automotive vehicles. Raises vehicle, using jacks or hoists, and removes transmission, using mechanic's hand tools. Disassembles transmission and replaces broken or worn parts, such as bands, gears, seals, and valves. Adjusts pumps, bands, and gears as required, using wrenches. Installs repaired transmission and fills it with specified fluid. Adjusts operating linkage and tests operation on road. May adjust carburetor. May verify idle speed of motor, using equipment, such as tachometer, and makes required adjustments.

FOOD PREPARATION AND SERVICE OCCUPATIONS

BAKER

Applies full knowledge of baking trade and is responsible for producing standard baked goods as bread, rolls, cakes, cookies, biscuits, muffins, various types of puddings and ice cream or sherbets.

COOK I

Independently performs moderately difficult tasks in preparing small quantities of quickly prepared food such as steaks, chops, cutlets, hamburgers, eggs, salads and other similar items. Excludes workers who exercise general supervision over kitchen activities.

COOK II



Prepares in large quantities, by various methods of cooking, meat, poultry, fish, vegetables, etc. Seasons and cooks all cuts of various meats, fish and poultry. Boils, steams or fries vegetables. Makes gravies, soups, sauces, roasts, meat pies, fricassees, casseroles, and stews. Excludes food service supervisors and head cooks who exercise general supervision over kitchen activities.

DISHWASHER

Manually or mechanically washes and rinses dishes, glasses and silverware; maintains proper temperature for sterilization and adds soap as needed; performs other duties as assigned.

FAST FOOD SHIFT LEADER (Crew chief, Team leader)

A nonsupervisory full- or part-time worker who performs the duties of a Fast Food Worker. In addition, from time to time, after training, performs other duties requiring a limited amount of discretion such as assisting management in directing other Fast Food Workers, controlling amount and timing of food production, and opening and closing restaurant.

FAST FOOD WORKER (Crew person, Team member, Associate)

A nonsupervisory full-or part-time worker in a fast food restaurant who performs one or more repetitious and standardized tasks at an assigned station. Duties include one or more of the following: Preparing simple food items such as french fries, fish or chicken portions, hamburgers, and beverages in a highly standardized manner, often controlled by automatic or simple timing devices; taking customers' orders; filling orders; and collecting payment. May rotate among stations. May also clean equipment or premises.

FOOD SERVICE WORKER (Cafeteria Worker)

Performs a variety of tasks concerned with the preparation and serving of foods and beverages. Washes, peels, scrapes, and cuts vegetables and fruits. Prepares simple salads and toast. Cuts butter and slices cakes and pies. Makes coffee, tea, and other beverages. Dishes out portions of foods on trays or plates, and pours beverages. Prepares dining and serving areas by setting up counters, stands, and tables. Places food containers in serving order, fills salt and pepper shakers, and places linen and silverware on tables. Scrapes, washes, and sorts dishes, glassware, and silverware. Cleans kitchen equipment, pots and pans, counters, and tables. Sweeps and mops floors.

MEAT CUTTER

Utilizing standardized meat cutting methods, breaks down meat carcasses and wholesale cuts; bones and cuts meat into roasts, steaks, chops, etc. Cleans and cuts fish into fillets and steaks. Draws, dresses and cuts poultry. Must have a knowledge of methods of handling and storing meats, fish or fowl.

WAITER/WAITRESS

Serves food and beverages to patrons at counters and tables of coffee shops, lunchrooms, and other dining establishments. Presents menus to customers, answers questions, and makes suggestions regarding food and service. Writes order on check or memorizes it. Relays order to kitchen and serves course from kitchen and service bars. Observes guests to fulfill any additional requests and to perceive when meal has been completed. Totals bill and accepts payment or



refers patron to Cashier. May ladle soup, toss salads, portion pies and desserts, brew coffee, and perform other services as determined by establishment's size and practices. May clear and reset counters or tables at conclusion of each course or meal.

General Services & Support Occupations

Cleaner, Vehicles

Cleans interiors and exteriors of transportation vehicles, such as automobiles, buses, railroad cars, and streetcars. Cleans interior of vehicle, using broom, cloth, mop, vacuum cleaner, and whisk broom. Cleans windows with water, cleansing compounds, and cloth or chamois. Replenishes sanitary supplies in vehicle compartments. Removes dust, grease, and oil from exterior surfaces of vehicles, using steam-cleaning equipment or by spraying or washing vehicles, using spraying equipment, brush or sponge. May polish exterior of vehicle. May fumigate interior of vehicle, using fumigating gases or sprays.

Elevator Operator

Operates elevator to transport passengers or freight between floors of a building such as a department store, hotel, office building, apartment house, or manufacturing plant. Pushes buttons or moves levers on signal or instructions from passengers or others to control movement of elevator. Opens and closes safety gate and elevator door at each floor where stop is made. May supply information to passengers concerning location of offices, merchandise, and individuals. May distribute mail to various floors, answer telephone, and prevent unauthorized persons from entering building. May load or unload freight or assist other employees to do so. May transport freight from elevator to designated area, using hand truck. May sweep or vacuum elevator.

Gardener

Plans and executes small scale landscaping operations and maintains grounds and landscape of household, business and other properties. Works with assistant in preparing and grading terrain, applying fertilizers, seeding and sodding lawns, and transplanting shrubs and plants, and cultivates them, using gardening implements and power-operated equipment. Plants new and repairs established lawns, using seed mixtures and fertilizers recommended for particular soil type and lawn location. Locates and plants shrubs, trees, and flowers recommended for particular landscape effect or those selected by property owner. Mows and trims lawns, using hand or power mower. Trims shrubs and cultivates gardens. Sprays trees and shrubs and applies supplemental liquid and dry nutrients to lawn, trees and shrubs. Cleans ground, using rakes, brooms, and hose. May dig trenches and install drain tiles. May repair concrete and asphalt walks and driveways.

Housekeeping Aide I

Cleans and supplies patient rooms, wards, nursing stations, lounges, lavatories, bathrooms, offices, and any other areas, as assigned, in accordance with standard procedures of the Housekeeping Department and with hospital objectives. Uses cleaning devices such as light mops, small wringers, dusters, household-type vacuum cleaners, and other necessary tools, chemicals, and supplies. Performs specific cleaning tasks, including dusting horizontal surfaces;



emptying waste baskets and removing trash; damp-wiping furniture; cleaning and polishing metal and porcelain bathroom fixtures; dry-mopping and sanitizing floors of rooms and offices; spot-cleaning walls and windows; replenishing room supplies; making beds; and sorting and distributing linen. Assists in cleaning emergency spills observed or on request. Maintains assigned equipment for cleanliness and has repairs made when needed. Reports needed repairs to equipment, furniture, building, and fixtures. In case of fire or other internal emergency assists in escorting ambulatory patients to exits. In case of a community disaster assists nurses in making extra beds, and performs other duties as assigned.

Housekeeping Aide II

Performs special cleaning projects as well as daily cleaning duties in accordance with standard procedures of the Housekeeping Department and with hospital objectives. Uses cleaning equipment, including automatic floor machines, commercial vacuums, wet mops, large wringers and other necessary equipment, tools, chemicals and supplies. Dry- and wet-mops floors. Scrubs and buffs floors with roto and other machines. Vacuums carpets to clean and control bacteria. Transports trash from utility rooms and other collection points to incinerator, compactor, or pick-up area. Performs special cleaning of induction units, walls, lighting fixtures, and windows both inside and outside. Moves furniture and sets up meeting rooms. Collects soiled linen. Assists in cleaning emergency spills that are observed or as requested. Maintains assigned equipment for cleanliness and requests repairs when needed. Reports need for repairs to hospital equipment, furniture, building and fixtures. Assists in moving patients in case of fire, disaster or emergency evacuation. Assists security personnel in restraining disturbed patients in psychiatric wards.

Janitor

Cleans and keeps in an orderly condition factory working areas and washrooms, or premises of an office, apartment house, or commercial or other establishment. Duties involve a combination of the following: Sweeping, mopping or scrubbing, and polishing floors; removing chips, trash, and other refuse; dusting equipment, furniture, or fixtures; polishing metal fixtures or trimmings; providing supplies and minor maintenance services; and cleaning lavatories, showers, and restrooms.

Excluded are:

1. Workers who specialize in window washing.
2. Housekeeping staff who make beds and change linens as a primary responsibility.
3. Workers required to disassemble and assemble equipment in order to clean machinery.
4. Workers who receive additional compensation to maintain sterile facilities or equipment.

Laborer, Ground Maintenance

Maintains grounds of industrial, commercial or public property such as buildings, camp and picnic grounds, parks, playgrounds, greenhouses, and athletic fields, and repairs structures and equipment, performing one or more of the following tasks: Cuts grass, using walking-type or riding mowers (less than 2000 lbs.). Trims hedges and edges around walks, flower beds, and wells, using hedge trimmers, clippers and edging tools. Prunes shrubs and trees to shape and improve growth, using shears and other hand tools. Sprays lawn, shrubs, and trees with fertilizer or insecticide. Plants grass, flowers, trees, and shrubs. Waters lawn and shrubs during dry periods, using hose or activating sprinkler system. Picks up and burns or carts away leaves, paper or other litter. Removes snow from walks, driveways, roads, or parking lots, using shovel and snow blower. Spreads salt on walkways and other areas. Repairs and paints fences, gates,



benches, tables, guardrails, and outbuildings. Assists in repair of roads, walks, buildings, and mechanical equipment. May clean comfort stations, office and workshop areas, and parking lots by sweeping, washing, mopping and polishing.

Maid or Houseman

Cleans rooms and other premises of hotel, motel, tourist home, or other lodging facility, performing any combination of the following tasks. Dusts and cleans venetian blinds, furniture, and other surfaces. Sorts, counts, folds, marks, or carries linens. Turns mattresses and makes beds. Moves and arranges furniture and hangs drapes. Cleans and polishes metalwork and porcelain bathroom fixtures. Spot-cleans walls and windows. Empties wastebaskets and removes trash. Removes soiled linens for laundering. Replenishes room supplies. Reports need for repairs to equipment, furniture, building and fixtures.

Tractor Operator

Drives gasoline or diesel powered tractor to move materials, draw implements, tow trailers, pull out objects embedded in ground, or pull cable of winch to raise, lower, or load heavy material or equipment. Fastens attachments such as graders, plows, rollers, mowers (over 2000 lbs.), backhoes, seeders, and disc harrows to tractor. Adjusts equipment for proper operation. Lubricates and makes minor repairs to tractor and attachments such as tightening bolts, and replacing washers, cotter pins, and screws.

Window Cleaner

Cleans windows, glass partitions, mirrors, and other glass surfaces of building interior or exterior, using pail of soapy water or other cleaner, sponge, and squeegee. Crawls through window from inside and hooks safety belt to brackets for support; sets and climbs ladder to reach second or third story; uses bos'n chair, swing stage or other scaffolding lowered from roof to reach outside windows; or stands to reach first floor or inside windows.

Materials Handling & Packing Occupations

Material Coordinator

Coordinates and expedites flow of material, parts, and assemblies within or between departments in accordance with production and shipping schedules or department supervisors' priorities. Reviews production schedules and confers with department supervisors to determine material required or overdue and to locate material. Requisitions material and establishes delivery sequences to departments according to job order priorities and anticipated availability of material. Arranges for in-plant transfer of materials to meet production schedules. Arranges with department supervisors for repair and assembly of material and its transportation to various departments. Examines material delivered to production departments to verify if type specified. May monitor and control movement of material and parts along conveyor system, using remote-control panelboard. May compute amount of material needed for specific job orders, applying knowledge of product and manufacturing processes and using adding machine. May compile report of quantity and type of material on hand. May move or transport material from one department to another, using hand truck or industrial truck. May compile perpetual production



records in order to locate material in process of production, using manual or computerized system. May maintain employee records.

Material Expediter

Locates and moves materials and parts between work areas of plant to expedite processing of goods, according to predetermined schedules and priorities, and keeps related records: Reviews production schedules inventory reports, and work orders to determine types, quantities, and availability of required material and priorities of customer orders. Confers with department supervisors to determine materials overdue and to inform them of location, availability, and condition of materials. Locates and moves materials to specified production areas, using cart or hand truck. Records quantity and type of materials distributed and on hand. May direct power-truck operator or Material Handling Laborer to expedite movement of materials between storage and production areas. May compare work ticket specifications with material at work stations to verify appropriateness of material in use. May prepare worker production records and timecards. May update and maintain inventory records, using computer terminal.

Material Handling Laborer

Performs physical tasks to transport or store materials or merchandise. Duties involve one or more of the following: Manually loading or unloading freight cars, trucks, or other transporting devices; unpacking, shelving, or placing items in proper storage locations; or transporting goods by hand truck, cart, or wheelbarrow.

Excluded from this definition are workers whose primary function involves:

1. Participating directly in the production of goods (e.g., moving items from one production station to another or placing them on or removing them from the production process);
2. Stocking merchandise for sale;
3. Counting or routing merchandise;
4. Operating a crane or heavy-duty motorized vehicle such as forklift or truck;
5. Loading and unloading ships (longshore workers);
6. Traveling on trucks beyond the establishment's physical location to load or unload merchandise.

Order Filler

Fills shipping or transfer orders for finished goods from stored merchandise in accordance with specifications on sales slips, customers' orders, or other instructions. May, in addition to filling orders and indicating items filled or omitted, keep records of outgoing orders, requisition additional stock or report short supplies to supervisor, and perform other related duties.

Forklift Operator

Operates a manually controlled gasoline, electric or liquid propane gas powered forklift to transport goods and materials of all kinds about a warehouse, manufacturing plant, or other establishment.

Production Line Worker (Food Processing)



An employee employed in a food processing plant whose duties involve several of the following: Loading and unloading commodities from rail cars, trucks, or other conveyances; placing merchandise in proper storage location and transporting the merchandise by handtruck, push-pull, or forklift; blends merchandise ingredients into pre-determined quality by heating, mixing, re-heating, etc.; monitors blending operation to ensure that finished products meets customer's requirements; monitors flow of product into appropriate container; labels container with identifying information supplied by customer; places containers into appropriate shipping container (must have knowledge of various types and sizes of shipping containers and special requirements of customers.)

Shipping/Receiving Clerk

Performs clerical and physical tasks in connection with shipping goods of the establishment in which employed and receiving incoming shipments. In performing day-to-day, routine tasks, follows established guidelines. In handling unusual nonroutine problems, receives specific guidance from supervisor or other officials. May direct and coordinate the activities of other workers engaged in handling goods to be shipped or being received.

Shipping duties typically involve the following: Verifying that orders are accurately filled by comparing items and quantities of goods gathered for shipment against documents; insuring that shipments are properly packaged, identified with shipping information, and loaded into transporting vehicles; and preparing and keeping records of goods shipped, e.g., manifests, bills of lading.

Receiving duties typically involve the following: Verifying the correctness of incoming shipments by comparing items and quantities unloaded against bills of lading, invoices, manifests, storage receipts, or other records; checking for damaged goods; insuring that goods are appropriately identified for routing to departments within the establishment; preparing and keeping records of goods received.

Shipping Packer

Prepares finished products for shipment or storage by placing them in shipping containers, the specific operations performed being dependent upon the type, size, and number of units to be packed, the type of container employed, and method of shipment. Work requires the placing of items in shipping containers and may involve one or more of the following: Knowledge of various items of stock in order to verify content; selection of appropriate type and size of container; inserting enclosures in container; using excelsior or other material to prevent breakage or damage; closing and sealing container; and applying labels or entering identifying data on container.

Exclude packers who also make wooden boxes or crates.

Store Worker I

Performs the following tasks at an establishment whose primary function is that of the resale of merchandise in a retail environment. Will move merchandise by use of non-motorized equipment that is intended for display and resale purposes. Will include the cleaning of merchandise on or in display fixtures utilizing various merchandise techniques common to retail trade. Merchandise may be displayed by a predetermined placement system using labels or other identifying marks. Will maintain the display sales area by straightening merchandise to give a neat, full, and salable appearance, removing damaged or outdated merchandise, and displaying merchandise in such a

manner to maintain freshness and sale dates. May determine display or sale requirements from existing inventory. May be required to keep inventory forms of merchandise stocked and merchandise returned to storage. May be required to affix labels to merchandise indicating sale price, item description, or other information. May be required to offer customer or patron assistance with the location or selection of merchandise.

Stock Clerk (Shelf Stocker; Store Worker II)

Receives, stores, and issues equipment, materials, supplies, merchandise, foodstuffs, or tools, and compiles stock records of items in stockroom, warehouse or storage yard. Counts, sorts, or weighs incoming articles to verify receipt of items on requisition or invoice. Examines stock to verify conformance to specifications. Stores articles in bins, on floor or on shelves, according to identifying information, such as style, size or type of material. Fills orders or issues supplies from stock. Prepares periodic, special or perpetual inventory of stock. Requisitions articles to fill incoming orders. Compiles reports on use of stock handling equipment, adjustments of inventory counts and stock records, spoilage of or damage to stock, location changes, and refusal of shipments. May mark identifying codes, figures, or letters on articles. May distribute stock among production workers, keeping records of material issued. May make adjustments or repairs to articles carried in stock. May cut stock to size to fill order.

Tools and Parts Attendant (Tool Crib Attendant)

Receives, stores, and issues hand tools, machine tools, dies, replacement parts, shop supplies and equipment, such as measuring devices, in industrial establishment. Keeps records of tools issued to and returned by workers. Searches for lost or misplaced tools. Prepares periodic inventory or keeps perpetual inventory and requisitions stock as needed. Unpacks and stores new equipment. Visually inspects tools or measures with micrometer for wear or defects and reports damaged or worn-out equipment to superiors. May coat tools with grease or other preservative, using brush or spray gun. May attach identification tags or engrave identifying information on tools and equipment, using electric marking tool.

Warehouse Specialist (Warehouse Worker)

As directed, performs a variety of warehousing duties which require an understanding of the establishment's storage plan. Work involves most of the following: Verifying materials (or merchandise) against receiving documents, noting and reporting discrepancies and obvious damages; routing materials to prescribed storage locations; storing, stacking, or palletizing materials in accordance with prescribed storage methods; rearranging and taking inventory of stored materials; examining stored materials and reporting deterioration and damage; removing material from storage and preparing it for shipment. May operate hand or power trucks in performing warehousing duties. Exclude workers whose primary duties involve shipping and receiving work (see Shipping/Receiving Clerk), order filling (see Order Filler), or operating forklifts (see Forklift Operator).

Plant And System Operation Occupations

Boiler Tender

Tends one or more boilers to produce steam or high-temperature water for use in an establishment. Fires boiler. Observes and interprets readings on gauges, meters, and charts which register various aspects of boiler operation. Adjusts controls to insure safe and efficient

boiler operation and to meet demands for steam or high-temperature water. May also do one or more of the following: Maintain a log in which various aspects of boiler operation are recorded; clean, oil, make minor repairs or assist in repair to boiler room equipment; and following prescribed methods, treat boiler water with chemicals and analyze boiler water for such things as acidity, causticity, and alkalinity.

Sewage Plant Operator (Wastewater Treatment Plant Operator)

Operates sewage treatment, sludge processing, and disposal equipment in wastewater (sewage) treatment plant to control flow and processing of sewage: Monitors control panels and adjusts valves and gates manually or by remote control to regulate flow of sewage. Observes variations in operating conditions and interprets meter and gauge readings, and tests results to determine load requirements. Starts and stops pumps, engines and generators to control flow of raw sewage through filtering, settling, aeration, and sludge digestion processes. Maintains log of operations and records meter and gas readings. Gives directions to wastewater treatment-plant attendants and sewage-disposal workers in performing routine operations and maintenance. May collect sewage sample, using dipper or bottle and conduct laboratory tests, using testing equipment, such as colorimeter. May operate and maintain power generating equipment to provide steam and electricity for plant.

Stationary Engineer

Operates and maintains one or more systems which provide an establishment with such services as heat, air-conditioning (cool, humidify, dehumidify, filter, and circulate air), refrigeration, steam or high-temperature water or electricity. Duties involve: Observing and interpreting readings on gauges, meters and charts which register various aspects of the system's operation, adjusting controls to insure safe and efficient operation of the system and to meet demands for the service provided; recording in logs various aspects of the system's operation; keeping the engines, machinery and equipment of the system in good working order. May direct and coordinate activities of other workers (not stationary engineers) in performing tasks directly related to operating and maintaining the system or systems. The classification excludes head or chief engineers in establishments employing more than one engineer; workers required to be skilled in the repair of electronic control equipment; workers in establishments producing electricity, steam, or heated or cooled air primarily for sale; and Boiler Tenders.

Ventilation Equipment Tender

Tends ventilating and heating equipment, such as fans, vacuum pumps, air compressors, vents and ducts, and lubrication-oil coolers used in buildings or industrial processes: Adjusts valves to regulate temperature of lubrication oil and flow of water through system. Moves controls to regulate speed of fans and to adjust vents and ducts. Records gauge readings, repairs completed, and time lost because of inoperative equipment. Writes repair work order tickets and out-of-order tags preparatory to equipment repair. Inspects equipment to detect excessive noise and heat. Replaces gauges and tightens and chalks leaky fittings, using wrenches, hammers, and chalking tool. Cleans carbon deposits, pitch, and grease from fans, vents and ducts, using scrapers, hammer, and compressed air or steam.

Water Treatment Plant Operator

Controls treatment plant machines and equipment to purify and clarify water for human consumption and for industrial use. Operates and controls electric motors, pumps, and valves to regulate flow of raw water into treating plant. Dumps specified amounts of chemicals, such as

chlorine, ammonia, and lime into water or adjusts automatic devices that admit specified amounts of chemicals into tanks to disinfect, deodorize, and clarify water. Starts agitators to mix chemicals and allows impurities to settle to bottom of tank. Turns valves to regulate water through filter beds to remove impurities. Pumps purified water into water mains. Monitors panelboard and adjusts controls to regulator flow rates, loss of head pressure and water elevation and distribution of water. Cleans tanks and filter beds, using backwashing (reverse flow of water). Repairs and lubricates machines and equipment, using hand- and power tools. Tests water samples to determine acidity, color, and impurities, using colorimeter, turbidimeter, and conductivity meter. Dumps chemicals such as alum into tanks to coagulate impurities and reduce acidity. Records data, such as residual content of chemicals, water turbidity, and water pressure. May operate portable water-purification plant to supply drinking water. May purify waste water from plant preparatory to pumping water into rivers and streams or city mains.

Technical Occupations

Cartographic Technician

Provides technical assistance to professional Cartographers in connection with the construction or revision of maps and charts. Work involves the solution of technical problems that require primarily the application of a practical knowledge of the methods and techniques by which maps and charts are constructed. Performs any or a combination of duties such as collecting, evaluating and selecting source materials; compiling information from source materials and developing a plan for using the information in accordance with product specifications; obtaining reliable measurements of earth's surface features such as elevations and distances from photographs by using photogrammetric techniques and equipment; using drafting tools and automated equipment to make maps and charts; assembling aerial photographs into mosaics; and reviewing and editing map and chart manuscripts.

Civil Engineering Technician

Assists Civil Engineer in application of principles, methods, and techniques of civil engineering technology. Reviews project specifications and confers with Civil Engineer concerning assistance required, such as plan preparation, acceptance testing, evaluation of field conditions, design changes, and reports. Conducts materials testing and analysis, using tools and equipment and applying engineering knowledge necessary to conduct tests. Prepares reports detailing tests conducted and their results. Surveys project sites to obtain and analyze topographical details of sites, using maps and surveying equipment. Drafts detailed dimensional drawings such as those needed for highway plans, structural steel fabrication, and water control projects, performing duties as described under Drafter. Calculates dimensions, profile specifications, and quantities of materials such as steel, concrete, and asphalt, using calculator.

Drafter I

Prepares drawings of simple, easily visualized structures, systems, parts or equipment from sketches or marked-up prints. Selects appropriate templates or uses a compass and other equipment needed to complete assignments. Drawings fit familiar patterns and present few technical problems. Supervisor provides detailed instructions on new assignments, gives guidance when questions arise, and reviews completed work for accuracy.

Typical assignments include:

- From marked-up prints, revises the original drawings of a plumbing system by increasing pipe diameters.
- From sketches, draws building floor plans, determining size, spacing and arrangement of freehand lettering according to scale.
- Draws simple land profiles from predetermined structural dimensions and reduced survey notes.
- Traces river basin maps and enters symbols to denote stream sampling locations, municipal and industrial waste discharges, and water supplies.

Drafter II

Prepares various drawings of such units as construction projects or parts and assemblies, including various views, sectional profiles, irregular or reverse curves, hidden lines, and small or intricate details. Work requires use of most of the conventional drafting techniques and a working knowledge of the terms and procedures of the occupation. Makes arithmetic computations using standard formulas. Familiar or recurring work is assigned in general terms. Unfamiliar assignments include information on methods, procedures, sources of information, and precedents to follow. Simple revisions to existing drawings may be assigned with a verbal explanation of the desired results. More complex revisions are produced from sketches or specifications which clearly depict the desired product.

Typical assignments include:

- From a layout and manual references, prepares several views of a simple gear system. Obtains dimensions and tolerances from manuals and by measuring the layout.
- Prepares and revises detail and design drawings for such projects as the construction and installation of electrical or electronic equipment, plant wiring, and the manufacture and assembly of printed circuit boards. Drawings typically include details of mountings, frames, guards, or other accessories; conduit layouts; or wiring diagrams indicating transformer sizes, conduit locations and mountings.
- Draws base and elevation views, sections, and details of new bridges or other structures; revises complete sets of roadway drawings for highway construction projects; or prepares block maps, indicating water and sewage line locations.

Drafter III

Prepares complete sets of complex drawings which include multiple views, detail drawings, and assembly drawings. Drawings include complex design features that require considerable drafting skill to visualize and portray. Assignments regularly require the use of mathematical formulas to draw land contours or to compute weights, center of gravity, load capacities, dimensions, quantities of material, etc. Works from sketches, models, and verbal information supplied by an engineer, architect, or designer to determine the most appropriate views, detail drawings, and supplementary information needed to complete assignments. Selects required information from precedents, manufacturers' catalogs, and technical guides. Independently resolves most of the problems encountered. Supervisor or design originator may suggest methods of approach or provide advice on unusually difficult problems. Typical assignments include:

- From layouts or sketches, prepares complete sets of drawings of test equipment to be manufactured. Several cross-sectional and subassembly drawings are required. From information supplied by the design originator and from technical handbooks and manuals,

describes dimensions, tolerances, fits, fabrication techniques, and standard parts to use in manufacturing the equipment.

- From electronic schematics, information as to maximum size, and manuals giving dimensions of standard parts, determines the arrangement and prepares drawing of printed circuit boards.
- From precedents, drafting standards, and established practices, prepares final construction drawings for floodgates, navigation locks, dams, bridges, culverts, levees, channel excavations, dikes and berms; prepares boring profiles, typical cross-sections, and land profiles; and delineates related topographical details as required.
- Prepares final drawings for street paving and widening or for water and sewer lines having complex trunk lines; reduces field notes and calculates true grades. From engineering designs, lays out plan, profile and detail appurtenances required; and notifies supervisor of conflicting details in design.
- Excludes drafter performing work of similar difficulty to that described at this level but who provide support for a variety of organizations which have widely differing functions or requirements.

Drafter IV

Works closely with design originators, preparing drawings of unusual, complex, or original designs which require a high degree of precision. Performs unusually difficult assignments requiring considerable initiative, resourcefulness, and drafting expertise. Assures that anticipated problems in manufacture, assembly, installation, and operation are resolved by the drawing produced. Exercises independent judgment in selecting and interpreting data based on a knowledge of the design intent. Although working primarily as a drafter, may occasionally interpret general designs prepared by others to complete minor details. May provide advice and guidance to lower level drafters or serve as coordinator and planner for large and complex drafting projects.

Engineering Technician I

Performs simple routine tasks under close supervision or from detailed procedures. Work is checked in progress or on completion. Performs one or a combination of such typical duties as:

- Assembles or installs equipment or parts requiring simple wiring, soldering, or connecting.
- Performs simple or routine tasks or tests such as tensile or hardness tests; operates and adjusts simple test equipment; records test data.
- Gathers and maintains specified records of engineering data such as tests, drawings, etc.; performs computations by substituting numbers in specified formulas; plots data and draws simple curves and graphs.

Engineering Technician II

Performs standardized or prescribed assignments involving a sequence of related operations. Follows standard work methods on recurring assignments but receives explicit instructions on unfamiliar assignments; technical adequacy of routine work is reviewed on completion; nonroutine work may also be reviewed in progress. Performs at this level one or a combination of such typical duties as:

- Following specific instructions, assembles or constructs simple or standard equipment or parts; may service or repair simple instruments or equipment.

- Conducts a variety of tests using established methods. Prepares test specimens, adjusts and operates equipment, and records test data, pointing out deviations resulting from equipment malfunction or observational errors.
- Extracts engineering data from various prescribed but nonstandardized sources; processes the data following well-defined methods including elementary algebra and geometry; presents the data in prescribed form.

Engineering Technician III

Performs assignments that are not completely standardized or prescribed. Selects or adapts standard procedures or equipment, using fully applicable precedents. Receives initial instructions, equipment requirements, and advice from supervisor or engineer as needed; performs recurring work independently; work is reviewed for technical adequacy or conformity with instructions. Performs at this level one or a combination of such typical duties as:

- Constructs components, subunits, or simple models or adapts standard equipment. May troubleshoot and correct malfunctions.
- Follows specific layout and scientific diagrams to construct and package simple devices and subunits of equipment.
- Conducts various tests or experiments which may require minor modifications in test setups or procedures as well as subjective judgments in measurement; selects, sets up, and operates standard test equipment and records test data.
- Extracts and compiles a variety of engineering data from field notes, manuals, lab reports, etc.; processes data, identifying errors or inconsistencies; selects methods of data presentation.
- Assists in design modification by compiling data related to design, specifications, and materials which are pertinent to specific items of equipment or component parts. Develops information concerning previous operational failures and modifications. Uses judgment and initiative to recognize inconsistencies or gaps in data and seek sources to clarify information.

Engineering Technician IV

Performs nonroutine assignments of substantial variety and complexity, using operational precedents which are not fully applicable. Such assignments, which are typically parts of broader assignments, are screened to eliminate unusual design problems. May also plan such assignments. Receives technical advice from supervisor or engineer; work is reviewed for technical adequacy (or conformity with instructions). May be assisted by lower level technicians and have frequent contact with professionals and others within the establishment. Performs at this level one or a combination of such typical duties as:

Develops or reviews designs by extracting and analyzing a variety of engineering data. Applies conventional engineering practices to develop, prepare, or recommend schematics, designs, specifications, electrical drawings and parts lists. Examples of designs include: detailed circuit diagrams; hardware fittings or test equipment involving a variety of mechanisms; conventional piping systems; and building site layouts.

Conducts tests or experiments requiring selection and adaptation or modification of a wide variety of critical test equipment and test procedures; sets up and operates equipment; records data, measures and records problems of significant complexity that sometimes require resolution at a higher level; and analyzes data and prepares test reports.

Applies methods outlined by others to limited segments of research and development projects; constructs experimental or prototype models to meet engineering requirements; conducts tests or experiments and redesigns as necessary; and records and evaluates data and reports findings.

Engineering Technician V

Performs nonroutine and complex assignments involving responsibility for planning and conducting a complete project of relatively limited scope or a portion of a larger and more diverse project. Selects and adapts plans, techniques, designs, or layouts. Contacts personnel in related activities to resolve problems and coordinate the work; reviews, analyzes, and integrates the technical work of others. Supervisor or professional engineer outlines objectives, requirements, and design approaches; completed work is reviewed for technical adequacy and satisfaction of requirements. May train and be assisted by lower level technicians. Performs at this level one or a combination of such typical duties as:

- Designs, develops, and constructs major units, devices, or equipment; conducts tests or experiments; analyzes results and redesigns or modifies equipment to improve performance; and reports results.
- From general guidelines and specifications (e.g., size or weight requirements), develops designs for equipment without critical performance requirements which are difficult to satisfy such as engine parts, research instruments, or special purpose circuitry. Analyzes technical data to determine applicability to design problems; selects from several possible design layouts; calculates design data; and prepares layouts, detailed specifications, parts lists, estimates, procedures, etc. May check and analyze drawings or equipment to determine adequacy of drawings and design.
- Plans or assists in planning tests to evaluate equipment performance. Determines test requirements, equipment modification, and test procedures; conducts tests using all types of instruments; analyzes and evaluates test results, and prepares reports on findings and recommendations.

Engineering Technician VI

Independently plans and accomplishes complete projects or studies of broad scope and complexity. Or serves as an expert in a narrow aspect of a particular field of engineering, e.g., environmental factors affecting electronic engineering. Complexity of assignments typically requires considerable creativity and judgment to devise approaches to accomplish work, resolve design and operational problems, and make decisions in situations where standard engineering methods, procedures, and techniques may not be applicable. Supervisor or professional engineer provides advice on unusual or controversial problems or policy matters; completed work is reviewed for compliance with overall project objectives. May supervise or train and be assisted by lower level technicians. Performs, at this level, one or a combination of such typical duties as:

- Prepares designs and specifications for various complex equipment or systems (e.g., a heating system in an office building, or new electronic components such as solid state devices for instrumentation equipment).
- Plans approach to solve design problems; conceives and recommends new design techniques; resolves design problems with contract personnel, and assures compatibility of design with other parts of the system.

- Designs and coordinates test set ups and experiments to prove or disprove the feasibility of preliminary design; uses untried and untested measurement techniques; and improves the performance of the equipment. May advise equipment users on redesign to solve unique operational deficiencies.
- Plans approach and conducts various experiments to develop equipment or systems characterized by (a) difficult performance requirements because of conflicting attributes such as versatility, size, and ease of operation; or (b) unusual combination of techniques or components. Arranges for fabrication of pilot models and determines test procedures and design of special test equipment

Environmental Technician

Conducts tests and field investigations to obtain data for use by environmental, engineering and scientific personnel in determining sources and methods of controlling pollutants in air, water, and soil, utilizing knowledge of agriculture, chemistry, meteorology, and engineering principles and applied technologies. Conducts chemical and physical laboratory and field tests according to prescribed standards to determine characteristics or composition of solid, liquid, or gaseous materials and substances, using pH meter, chemicals, autoclaves, centrifuge spectrophotometer, microscope, analytical instrumentation, and chemical laboratory equipment. Collects samples of gases from smokestacks, and collects other air samples and meteorological data to assist in evaluation of atmospheric pollutants. Collects water samples from streams and lakes, or raw, semiprocessed or processed water, industrial waste water, or water from other sources to assess pollution problem. Collects soil, silt, or mud to determine chemical composition and nature of pollutants. Prepares sample for testing, records data, and prepares summaries and charts for review. Sets monitoring equipment to provide flow of information. Installs, operates, and performs routine maintenance on gas and fluid flow systems, chemical reaction systems, mechanical equipment, and other test instrumentation. May operate fixed or mobile monitoring or data collection station. May conduct bacteriological or other tests related to research in environmental or pollution control activity. May collect and analyze engine exhaust emissions to determine type and amount of pollutants. May specialize in one phase or type of environmental pollution or protection and be identified according to specialty.

Laboratory Technician (Laboratory Tester)

Performs laboratory tests according to prescribed standards to determine chemical and physical characteristics or composition of solid, liquid, or gaseous materials and substances for purposes such as quality control, process control, product development, or determining conformity to specifications. Sets up and adjusts laboratory apparatus and operates grinders, agitators, centrifuges, ovens, condensers, and vibrating screens to prepare material for testing according to established laboratory procedure. Performs physical tests on samples of cement or raw materials and controls quality of materials and mix during manufacturing process. Tests raw materials, such as aggregate, limestone, and sand, for such qualities as permeability, load-bearing capacity, or cohesiveness. Tests dry and liquid substances used as ingredients in adhesives, propellants, lubricants, refractories, synthetic rubber, paint, paper, and other compounds for purity, viscosity, density, absorption or burning rate, melting point, or flash point, using viscosimeter, torsion balance scale, and pH meter. Tests solutions used in processes, such as anodizing, waterproofing, cleaning, bleaching, and pickling, for chemical strength, specific gravity, or other specifications. Tests materials for presence and content of elements or substances, such as hydrocarbons, manganese, natural grease or impurities, tungsten, sulfur, cyanide, ash or dust. Tests samples of manufactured products, such as cellophane or glassware, to verify conformity with heat resistance, tensile strength, ductibility, and other specifications. Examines materials, using microscope. Records test results on standard forms, writes test reports describing procedures used, and prepares graphs and charts. Cleans and sterilizes

laboratory apparatus. May prepare chemical solutions according to standard formulae. May add chemicals or raw materials to process solutions or product batches to correct deviations from specifications.

Mathematical Technician

Applies standardized mathematical formulas, principles, and methodology to technological problems in engineering and physical sciences in relation to specific industrial and research objectives, processes, equipment and products. Confers with professional, scientific, and engineering personnel to plan project. Analyzes raw data recorded on magnetic tape, punched cards, photographic film or other media. Selects most practical and accurate combination and sequence of computational methods using algebra, trigonometry, geometry, vector analysis and calculus to reduce raw data to meaningful and manageable terms. Selects most economical and reliable combination of manual, mechanical, or electronic data processing methods and equipment consistent with data reduction requirements. Modifies standard formulas to conform to data processing method selected. Translates data into numerical values, equations, flow charts, graphs or other media. Analyzes processed data to detect errors. May operate card punching or sorting machines, calculators, or data processing equipment.

Paralegal/Legal Assistant (Occupational Base)

Performs a variety of legal assistance duties in an office providing legal assistance to attorneys or litigation teams.

The paralegal analyzes the legal impact of legislative developments and administrative and judicial decisions, opinions, determinations, and rulings; conducts research for the preparation of legal opinions on matters of interest; performs substantive legal analysis of requests for information under the provisions of various acts; or other similar legal support functions which require discretion and independent judgement in the application of specialized knowledge of laws, precedent decisions, regulations, agency policies, and judicial or administrative proceedings. Such knowledge is less than that represented by graduation from a recognized law school, and may have been gained from formalized, professionally instructed agency or educational institution training or from professionally supervised on-the-job training. While the paramount knowledge requirements of this occupational class are legal, some positions may also require a practical knowledge of subject matter areas related to the agency's substantive programs.

Paralegal/Legal Assistant I

Work is performed under close supervision, with required assistance readily available. Work includes, typically, several of the following duties:

- Consults prescribed sources of information for facts relating to matters of interest to the program;
- Reviews documents to extract selected data and information relating to specific items;
- Reviews and summarizes information in prescribed format on case precedent and decisions;
- Searches and extracts legal references in libraries and computer-data banks;
- Attends hearings or court appearances to become informed on administrative and/or court procedures and the status of cases, and where necessary, assists in the presentation of charts and other visual information.

Paralegal/Legal Assistant II

At this level, the incumbent, exercises more independent judgment than at the level I position. In this capacity the incumbent:

- Reviews case materials to become familiar with questions under consideration;
- Searches for and summarizes relevant articles in trade magazines, law reviews, published studies, financial reports, and similar materials for use of attorneys in the preparation of opinions, briefs, and other legal documents;
- Prepares digests of selected decisions or opinions which incorporate legal references and analyses of precedents involved in areas of well-defined and settled points of law;
- Interviews potential witnesses and prepares summary interview reports for the attorney's review;
- Participates in pre-trial witness conferences, notes possible deficiencies in case materials (e.g., missing documents, conflicting statements) and additional issues or other questionable matters, and requests further investigation by other agency personnel to correct possible deficiencies or personally conducts limited investigations at the pre-trial stage;
- Prepares and organizes trial exhibits, as required, such as statistical charts and photographic exhibits;
- Verifies citations and legal references on prepared legal documents;
- Prepares summaries of testimony and depositions;
- Drafts and edits nonlegal memoranda, research reports and correspondence relating to cases.

Paralegal/Legal Assistant III

At this level, participates in the substantive development of cases by performing the following functions:

- Analyzes and evaluates case files against litigation worthiness standards;
- Notes and corrects case file deficiencies (e.g., missing documents, inconsistent material, leads not investigated) before sending the case on to the concerned trial attorney;
- Reviews and analyzes available precedents relevant to cases under consideration for use in presenting case summaries to trial attorneys;
- Gathers, sorts, classifies, and interprets data to discover patterns of possible discriminatory activity;
- Interviews relevant personnel and potential witnesses to gather information;
- Reviews and analyzes relevant statistics;
- Performs statistical evaluations such as standard deviations, analyses of variance, means, modes, and ranges as supporting data for case litigation;
- Consults with statistical experts on reliability evaluations;
- May testify in court concerning relevant data.

Paralegal/Legal Assistant IV

At this level, assists in the evaluation, development and litigation of cases by performing the following duties:

- Examines and evaluates information in case files, for case litigation worthiness and appropriate titles of law;

- Determines the need for additional information, independent surveys, evidence, and witnesses, and plans a comprehensive approach to obtain this information;
- Through on-site visits, interviews, and review of records on operations, looks for and evaluates the relevance and worth of evidence;
- Selects, summarizes, and compiles comparative data to examine and evaluate respondent's deficiencies in order to provide evidence of illegal practices or patterns;
- Reviews economic trends and forecasts at the national and regional level to evaluate the impact of successful prosecution and potential remedial provisions of ongoing investigations and litigation;
- Identifies types of record keeping systems and types of records maintained which would be relevant. Gathers, sorts, and interprets data from various record systems including computer information systems;
- Interviews potential witnesses for information and prepares witnesses for court appearances;
- Develops statistics and tabulations, such as standard deviations, regression analyses, and weighting, to provide leads and supportive data for case litigation. Prepares charts, graphs, and tables to illustrate results;
- Analyzes data, develops recommendations and justifications for the attorney(s) who will take the matter to court. Continues to work with the attorney(s) during the progress of the case, obtaining and developing further evidence and exhibits, providing administrative assistance, and maintaining custody of exhibits, documents, and files;
- May appear in court as a witness to testify concerning exhibits prepared supporting plaintiff's case.

Miscellaneous Occupations

Cashier

Receives cash from customers or employees in payment for goods or services and records amounts received. Recomputes or computes bill, itemized lists, and tickets showing amount due, using adding machine or cash register. Makes change, cashes checks, and issues receipts or tickets to customers. Records amounts received and prepares reports of transactions. Reads and records totals shown on cash register tape and verifies against cash on hand. May make credit card transactions. May be required to know value and features of items for which money is received. May give cash refunds or issue credit memorandums to customers for returned merchandise. May operate ticket-dispensing machine. May sell candy, cigarettes, gum and gift certificates, and issue trading stamps. Usually employed in restaurants, cafeterias, theaters, retail stores, and other establishments.

Desk Clerk

Performs any combination of the following duties for guests of hotel, motel, or other lodging facility: Registers and assigns rooms to guests. Issues and receives room keys. Date-stamps, sorts, and racks incoming mail and messages. Receives and transmits messages, using equipment such as telephone switchboard, console, telegraph, and Teletype. Answers inquiries pertaining to establishment services, shopping, dining, entertainment, and travel directions. Keeps records of room availability and guests' accounts. Computes bill, collects payment, and makes change for guests. Makes and confirms room reservations. May post charges such as room, food, liquor, or telephone to cash books by hand or machine. May make restaurant, transportation, or entertainment reservations, and arrange for tours. May deposit guests' valuables in safe or safe-deposit box. May sell tobacco, candy, and newspapers.

Animal Caretaker

Performs any combination of the following duties to attend animals, such as mice, canaries, guinea pigs, mink, dogs, and monkeys, on farms and in facilities, such as kennels, pounds, hospitals, and laboratories: Feeds and waters animals according to schedules. Cleans and disinfects cages, pens, and yards and sterilizes laboratory equipment and surgical instruments. Examines animals for signs of illness and treats them according to instructions. Transfers animals between quarters. Adjusts controls to regulate temperature and humidity of animals' quarters. Records information according to instructions, such as genealogy, diet, weight, medications, food intake, and license number. Anesthetizes, inoculates, shaves, bathes, clips, and grooms animals. Repairs cages, pens, or fenced yards.